



# Frequently Asked Questions

## When will my new resident be seen by my home's usual GP?

Your new resident will be seen by your home's usual GP on the next ward round.

## I have a new admission pending registration who is acutely unwell?

Please call the patient's regular GP and ask for advice in the first instance. If this is not possible as they have moved out of area, please call NHS 111. Our clinicians are only able to provide care for patients registered with the practice.

## I have a new admission pending registration who has run out of medication?

Please send the registration pack, and a prescription request to our [broccg.bromleagprescriptions@nhs.net](mailto:broccg.bromleagprescriptions@nhs.net) inbox. Please make sure this is marked as URGENT in the subject line.



# Contact Us

If you or your relative would like to discuss your care, please do not hesitate to contact the surgery.

### Bromleag Care Practice

14 The Crescent  
Beckenham  
BR3 1DU

Tel No: 0203 930 0270

Out of Hours: 111

### Practice Website:

[www.bromleagcarepractice.co.uk](http://www.bromleagcarepractice.co.uk)

### Enquiries E-Mail Details:

[Broccg.bromleagcarepractice@nhs.net](mailto:Broccg.bromleagcarepractice@nhs.net)

## Opening Hours

Monday:	08:00 - 18:30
Tuesday:	08:00 - 18:30
Wednesday:	08:00 - 18:30
Thursday:	08:00 - 18:30
Friday:	08:00 - 18:30

## When the surgery is closed:

Our telephone line is open from 8am-18:30pm on Monday to Friday.

Outside these times, please telephone the out of hours service directly on NHS111.

If you have a medical emergency please call 999 without delay.



## Bromleag Care Practice:

# Registration Guide For Homes



# Registration Types

## Regular, Permanent

When a patient is registered with the practice they are most commonly registered on a permanent basis. A patient may only be permanently registered with a single GP surgery at any one time. The permanent GP (Bromleag Care Practice) becomes responsible for the provision of GP services.

We will receive the patient's medical records electronically, usually within 24 hours of the patient being registered.

A permanently registered patient is also known as a 'regular' patient.

## Temporary

From time-to-time, you may admit a patient who is expected to only stay in your facility for a limited period of time (e.g. on respite). Patients registered on a temporary basis with Bromleag Care Practice remain permanently registered with their permanent GP for the duration.

We do not receive any medical records electronically for patients who are registered with the practice. Please ask the permanent GP for a 'medical summary', and supply this with your registration paperwork.

If you expect the resident to be residing with you for a period longer than two weeks, we would recommend registering them on a permanent basis with the practice to ensure the safe provision of their care. When the resident returns home they may re-register with their original GP.

We kindly ask that you discuss this with both the patient and/or their family to help them make an informed decision about registering as a temporary patient.

## How do I register a patient?

Complete Bromleag Care Practice's registration pack in full. Mark any questions you do not know the answer to as unknown.

Fill in either a GMS1 (purple, permanent), or GMS3 (blue, temporary) form.

E-mail the completed pack and any supporting information to: [broccg.bromleagcarepractice@nhs.net](mailto:broccg.bromleagcarepractice@nhs.net).



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## How long does registration take?

Once we receive completed paperwork from your facility, we will review the paperwork and register the patient as soon as possible. We aim to register patients within three working days of receiving the paperwork; however, in exceptional circumstances this may take longer. Until they are registered with us, they remain under the care of their current GP.

## I sent a registration for a patient, but they have not been registered?

If you have recently sent a registration pack to the practice and allowed at least three working days to pass, please double-check your e-mail account to see if the registration was returned, and that it was sent to the right e-mail address.

## How long do temporary registrations last?

Patients who are registered with the practice on a temporary basis are registered as 'short stay'. Short stay registrations will automatically expire after 2 weeks, and a new GMS3 will need to be completed if they are still resident at your home.

Patients may be registered as 'long stay' (up to 3 months) on a case-by-case basis. Please discuss this with the practice prior to registration.

## My temporary resident requires their monthly medication order?

To help avoid confusion regarding medication, please send monthly medication requests (where required) to the permanent GP.

# Common Paperwork Issues



## Unsigned GMS1

Without a signed GMS1 (purple form) for permanent registrations, we will be unable to register the patient.

## Incomplete registration packs

The registration pack must be completed in full for all new registrations. If you're unsure of the answer to a question, please state 'unknown'.

## Out-of-date registration pack

When registering patients, please ensure you're completing the most current version of Bromleag Care Practice's registration pack. If you require an up-to-date digital copy, please e-mail or telephone the practice and we can send this to you.

## Power of Attorney

If your recently admitted resident has a power of attorney in place, please make sure that evidence of this is submitted with the registration paperwork. Regrettably, we're unable to take any action on the power of attorney's authority without this evidence.