



SITE: ASTON CLINTON SURGERY

HOW TO BE SEEN AS A TEMPORARY PATIENT OR AS AN 'IMMEDIATE & NECESSARY' PATIENT

This leaflet will explain:

- **The system for being seen as a temporary resident or as an 'immediate & necessary' patient**
- **Why we have this system**
- **How it will help you**

The System

If you become unwell while you are visiting the area (eg: if you are staying with someone who resides within the surgery's catchment area) and need to be seen by a clinician before you return home, you can be seen as a 'temporary patient'. Anyone who does not normally reside in our catchment area, but who needs to see a doctor can register as a temporary patient. This includes visitors from EEA countries* providing they have an EHIC card.

Visitors from countries outside the EEA can also register as a temporary patient, but will have to pay a private consultation fee, however this may be refunded if the doctor feels that the treatment was clinically urgent.

As a temporary patient you will need to complete a form that is available from reception. Once you have had your consultation, the form and details of the consultation are returned to the Health Authority so that they can be forwarded to your usual GP. This can be a lengthy process, so if there has been a change to your medication or there is information in the consultation that you feel your usual GP needs as soon as possible, please ask for a printout of the consultation which you can then take to your usual GP when you are back at home.

If you are a student and have registered with a surgery near your university for the duration of your studies, you will also need to register as a 'temporary patient' if you require medication or an appointment here during holidays, even though you were a previously a permanent patient. This is because patients cannot be registered at more than one practice.

If you are not within our catchment area and need to be seen as an emergency you will be registered on an 'immediate and necessary' basis. You will need to fill out a form, which is available from the reception desk. Such appointments are intended to be a one-off; for any follow-up appointments please contact the surgery at which you are registered permanently.

For temporary and 'immediate and necessary' appointments, the receptionist will ask you the nature of your illness in order to allocate the appropriate clinician for your needs.

Why we have the system

To provide medical assistance to those who become unwell whilst away from home or who require urgent medication. The practice will do this in accordance with Department of Health rules regarding patient registration and residency.

How it will help you

It will help you to obtain the relevant medical care if you are away from home which is documented and sent to your registered GP for inclusion on your medical record.

If you need further clarification please contact

Useful Contact Information

Internet www.westongrove.com

Reception 01296 630241

*EEA Countries

Austria	Denmark	Germany
Belgium	Estonia	Greece
Cyprus	Finland	Hungary
Czech Republic	France	Italy
Latvia	Netherlands	Slovakia
Lithuania	Poland	Slovenia
Luxembourg	Portugal	Spain
Malta	Rep of Ireland	Sweden
Iceland	Norway	
Liechtenstein	Switzerland	