

Registering with a GP at Seaside Medical Centre



All patients registered at Seaside Medical Centre are assigned a named GP. Upon registration, patients are required to complete a 'new patient check' using the kiosk located in the reception area.

The named GP is responsible for overseeing the patient's overall care at the practice. If you are unsure who your named GP is, please contact our reception team, who will be able to advise you.

Patients may book appointments with any GP working at the practice; however, we encourage patients to see their allocated GP whenever possible to support continuity of care. The allocated GP remains responsible for all telephone calls and correspondence relating to their patients unless they are on annual leave, in which case the duty doctor will provide cover.

Seaside Medical Centre has a policy in place that restricts patients from transferring from their allocated GP to another GP within the practice. This policy exists for the following reasons:

- All GPs at the practice provide a high standard of care and follow the same clinical models and guidance, including decisions on referrals and prescribing.
- Continuity of care benefits both patients and clinicians. A GP's understanding of a patient's medical history is invaluable in managing and preventing health conditions.
- It is important that patients are comfortable seeing any clinician at the practice. This is necessary because we use care navigators and operate a daily duty/on-call doctor system on a rota basis, meaning patients will inevitably see different clinicians at various times during their registration.

If patients are dissatisfied with any aspect of care or service at their current surgery, they have the right to register with a different practice at any time. This can be done by completing a registration form available from the new practice or by applying online via the NHS registration service, *Find a GP*:

<https://www.nhs.uk/service-search/find-a-gp/>

Patients who are struggling to find a GP can also contact Patient Allocations on 07425 616 194 or email sxibc.gpallocations@nhs.net. A request will then be submitted for the patient's medical records to be transferred to the new GP surgery. This process typically takes between 24 and 48 hours.