



Register with a GP

NEL Digital Accelerator



digital first
Connected Primary Care

Dr Osman Bhatti
@OsmanBhatti
osmanbhatti@nhs.net

**190,000 transactions per month
spanning 8,000 practices**

Mixed experiences and inconsistent requirements

Asking for the bare minimum → as much as possible

The Well Street Surgery


Well Street Surgery, 28 Shore Road, London, E9 7TA
Tel: 020 8985 2050


Home News Online Services Opening Times Prescriptions Appointments **New Patients** Services Staff Contact Details

Have your say

Download our registration form and return it to us at: CAHCCG.wellstreetsurgery@nhs.net

Along with your registration form, we please ask that all new patients attach some of the following documents (e.g. council tax bill etc) and proof of identity (birth certificate, driving licence or passport) to prevent you from registering. However, please state in your email why you have not attached these documents.

 [Registration form; children and young people under 16 \[WB\] correct version](#)

 [Registration form; aged 16 and older \[WB\] correct version](#)

From April 1st 2015 all patients have to have a named 'Accountable GP'. For administrative reasons we will continue to see the GP of their choice and we can amend their records to reflect this when possible.

We accept all new registrations from any patient living within our catchment area. We accept patients of all ages, ethnicities, social class, age, religion, sexual orientation or medical fitness. We accept patients with a council tax bill etc and proof of identity ie birth certificate, driving licence or passport being able to access medical care at the surgery.

You will be asked to fill out a registration form and a health profile form. We invite you to

Twitter Phone Location Message Hide

CQC Inspected and Rated
GOOD

WE ARE CURRENTLY CLOSED.
View all opening hours


You have an unread news item (1) >

PRACTICE INFORMATION >

FLU
Get well this winter with the flu vaccine
Read more

FRIENDS & FAMILY TEST >

HEALTH & CARE VIDEO LIBRARY >





FootFall © Silicon Practice 2021

HOME GET HELP ONLINE REQUESTS TRANSLATE SEARCH



NEW PATIENT REGISTRATION

If you would like to register with the practice please use this form.

For patients who are living outside our catchment area SW18, registration is at our discretion. Patients outside of SW18 should be aware that they may not have access to community services e.g. district nurses, community mental health team, social services, some therapies and that we will not be able to provide home visits.

Temporary Registration

If you are planning to stay in the Wandsworth area for up to 3 month (e.g. work, family commitments) and will not have access to your GP at home, you may register temporarily. For more details about temporary registration, please contact the reception team on 0203 006 2741

New Patient Registration

Patient's Details

Title *

Mr Mrs Miss Ms Other

Surname: *

Previous Surnames:

First Name(s) *

Date of Birth: *

Town and Country of birth: *

Gender *

Male Female Indeterminate

Have you previously been registered with a different GP? *

Yes No

Home Address: *

Postcode: *

Aim

**Build an exemplary online
service**

Secure messaging (GOV.UK Notify)

From Register with a GP (Tower Hamlets)


Subject Successful Submission PAUZ3T

Your application to register with a GP has been successfully submitted. Your reference is PAUZ3T.

Your application was received on 22 June 2020 and is being processed by The Barkantine Practice. They will contact you within two working days to either confirm your registration, or ask for more information.

The Barkantine Practice
121 Westferry Road, London, E14 8JH
Phone: 020 7510 4000

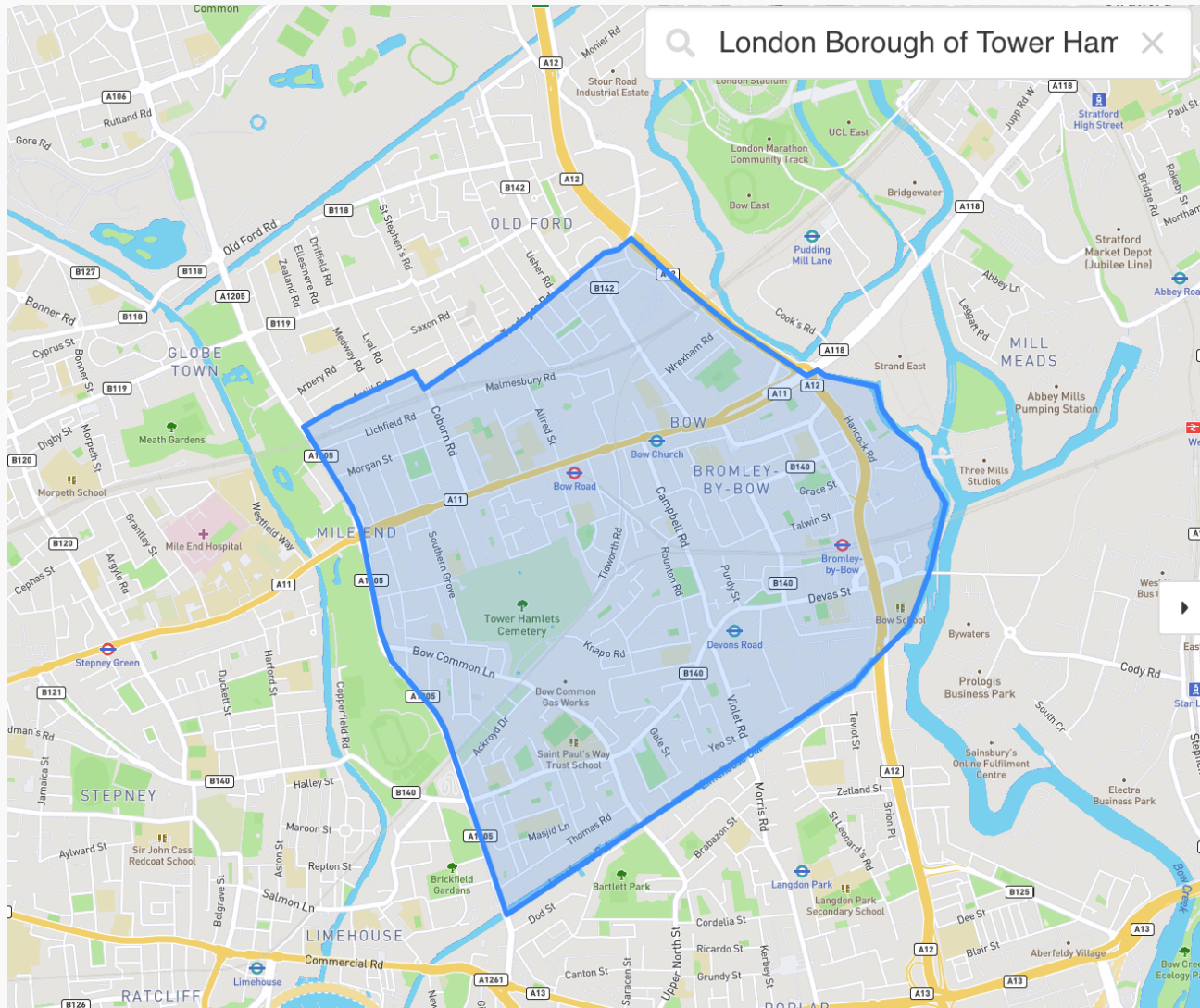
If you need to see a doctor sooner, contact the practice or find other NHS services that can help you at <https://www.nhs.uk/service-search>.

●●●○ Vodafone 4G 3:10 PM 75% 

[← Messages](#) NHSUK [Details](#)

Your application to register with a GP has been successfully submitted to The Barkantine Practice. Your reference is PAUZ3T.

Individual practice catchment areas



```
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3   "features": [{
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27        [-0.031725, 51.520
28        [-0.03135, 51.5198
29        [-0.030921, 51.519
```

[< Go back](#)

Question 2 of 31

Which GP practice do you want to register with?

- The Crisp Street Health Centre
100 Crisp Street, Poplar, London E14 6PG
Less than 50 metres away
- Gough Walk Practice
Newby Place Health Centre, 21 Newby Place, Poplar, London E14 0EY
430 metres away
- Health E1
Specialist homeless practice
9-11 Brick Lane, Spitalfields, London E1 6PU
4 km away

[▶ Why is my preferred GP practice not listed?](#)[Continue](#)

[< Go back](#)

Check your answers before sending your application

Search postcode	E6 1BN	Change
-----------------	--------	------------------------

Practice name	Essex Lodge Surgery	Change
---------------	---------------------	------------------------

Name

Name	Given names: Boris Family name: Johnson	Change
------	--------------------------------------------	------------------------

Date of birth	10 June 1964	Change
---------------	--------------	------------------------

Born in the UK	No	Change
----------------	----	------------------------

Place of birth	United States New York	Change
----------------	---------------------------	------------------------

Gender	Male	Change
--------	------	------------------------

Address

Ordinarily resident	Yes	Change
---------------------	-----	------------------------

UK address	Yes	Change
------------	-----	------------------------

Address	10 Downing Street London	Change
---------	-----------------------------	------------------------

[< Home](#)

Application complete

Your reference number
JXCX69

What happens next

We've sent your application to **Essex Lodge Surgery**. They will contact you within two working days to either confirm your registration, or ask for more information. Until then, do not attempt to re-register with another GP. Call the practice if you have any questions.

Essex Lodge Surgery

94 Greengate Street, Plaistow, London E13 0AS
Phone: 020 8472 4888

If you need to see a doctor sooner, contact the practice or [find other NHS services that can help you.](#)

[What did you think of this service?](#) (takes 30 seconds)

75

Questions across multiple tracks

*able to sign up with 31

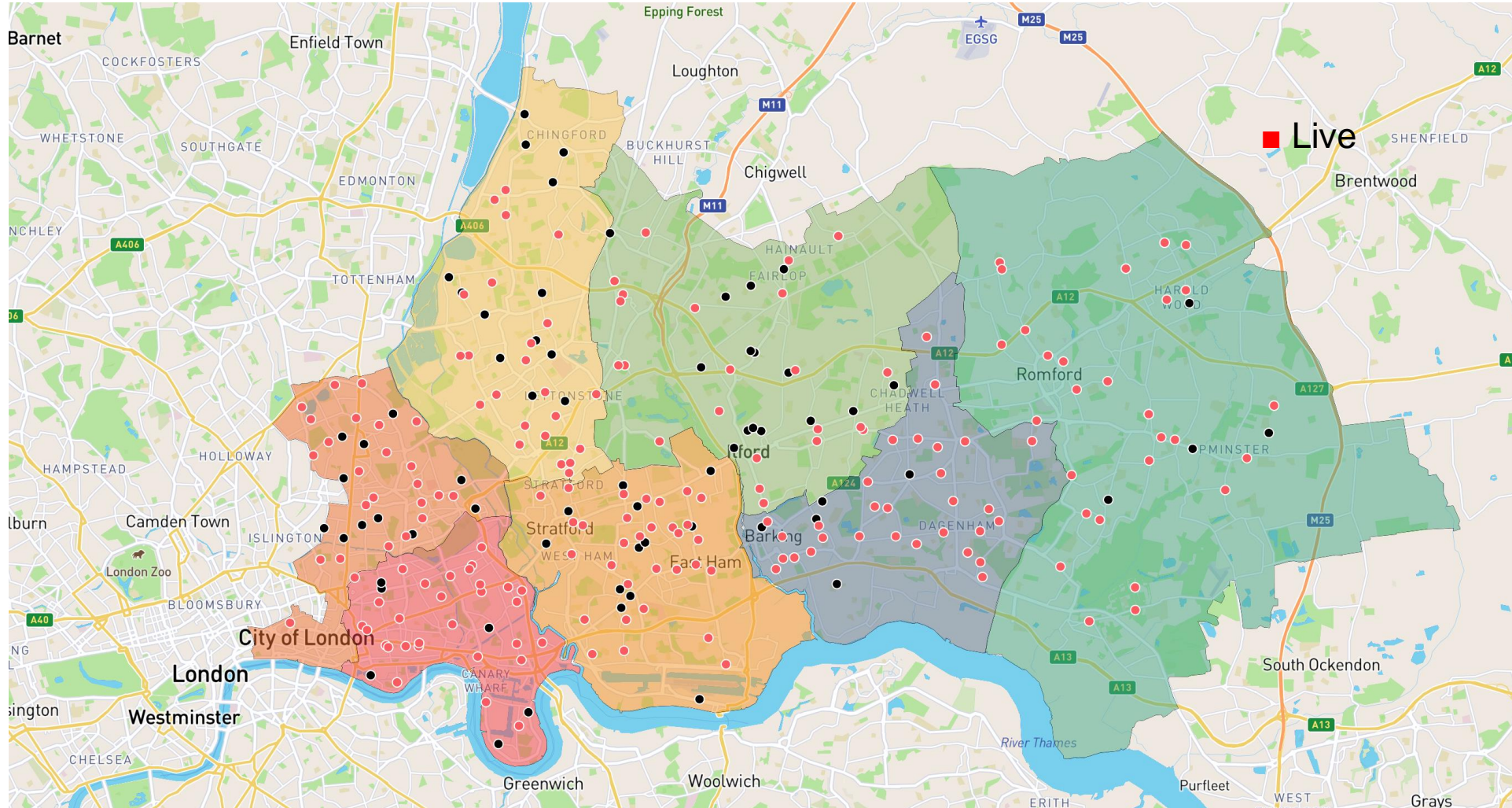
206

Practices live

*out of 275 in NEL (75%)

NEL rollout

June



11,820 ▲1,413

Registrations in June

90,874

**Total registrations since
launch**

External referrals

June

53%

**Search
engine**

47%

Practice

Platform

June

44%

Desktop

Windows 61%

Mac 37%

Other 2%

56%

Mobile

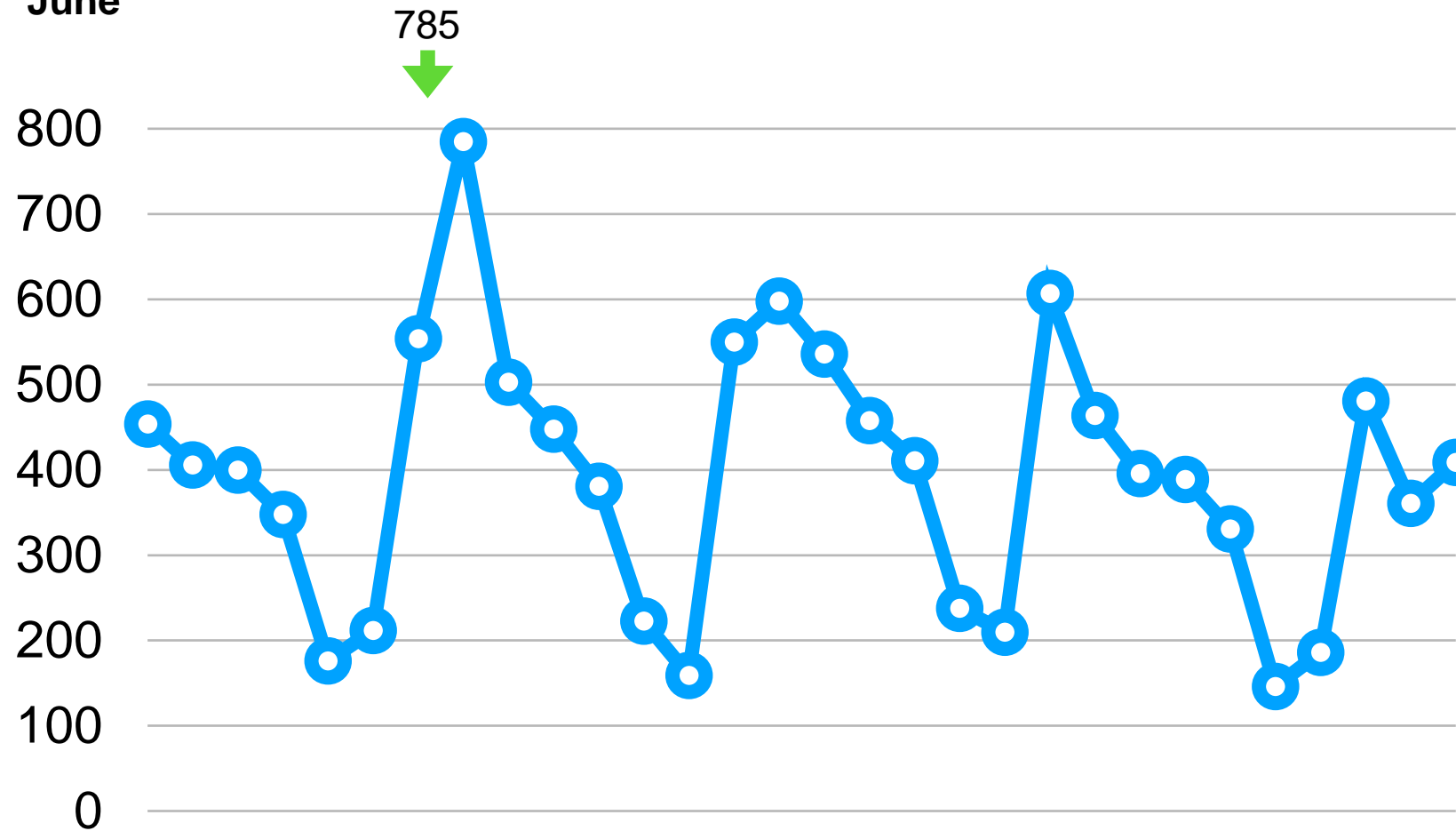
iPhone 55%

Android 44%

iPad 1%

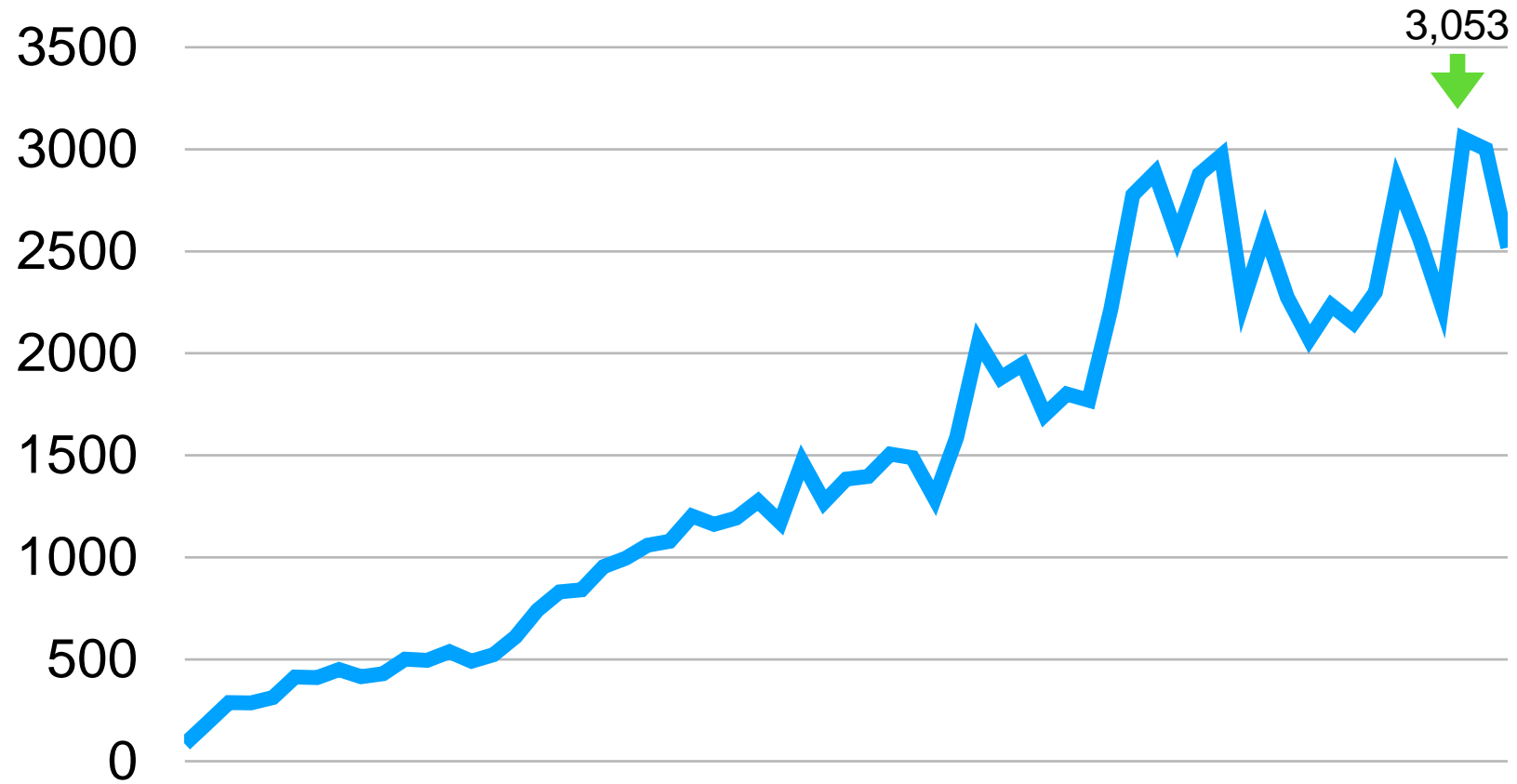
Daily registrations

June



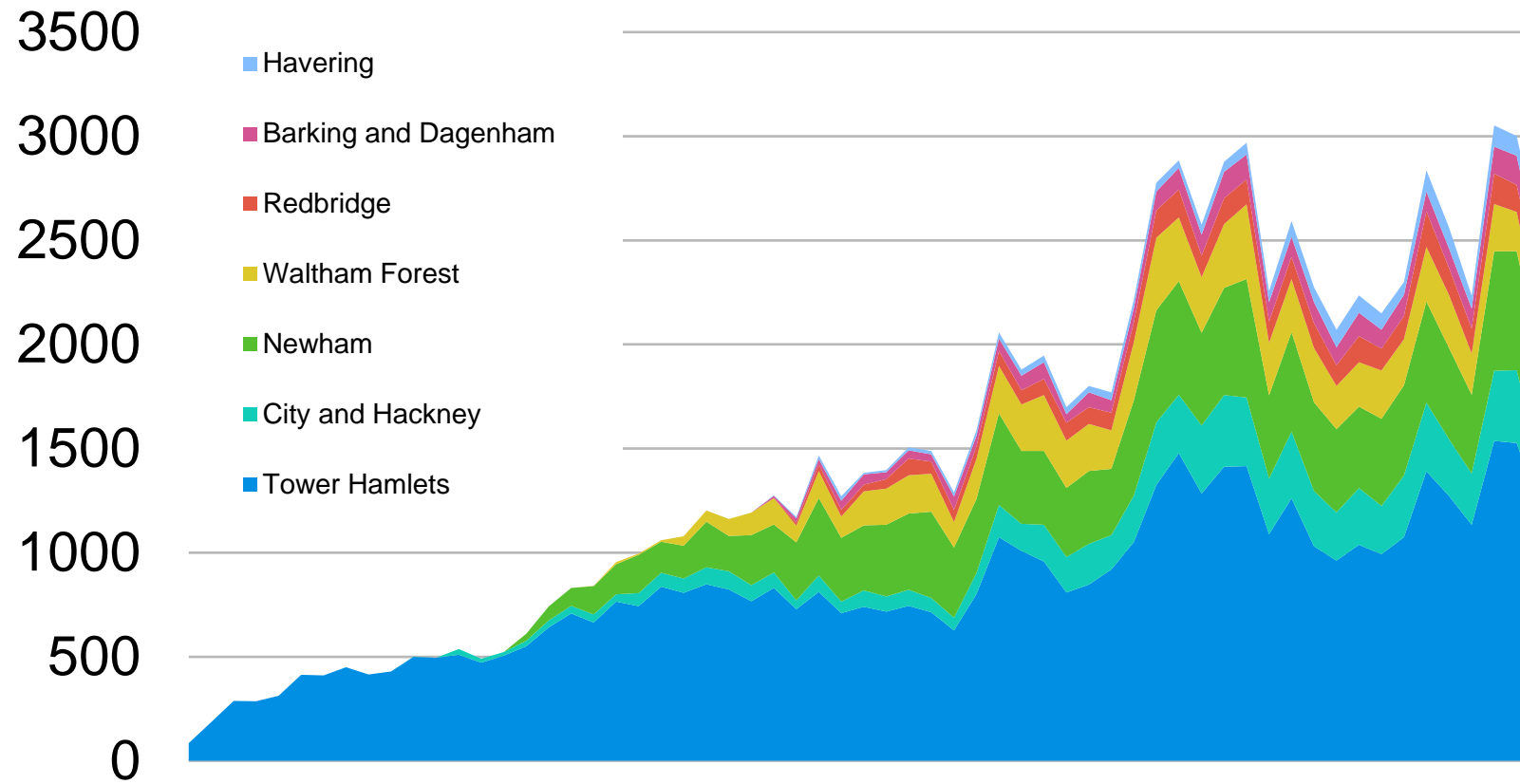
Weekly registrations

June 2020 – June 2021



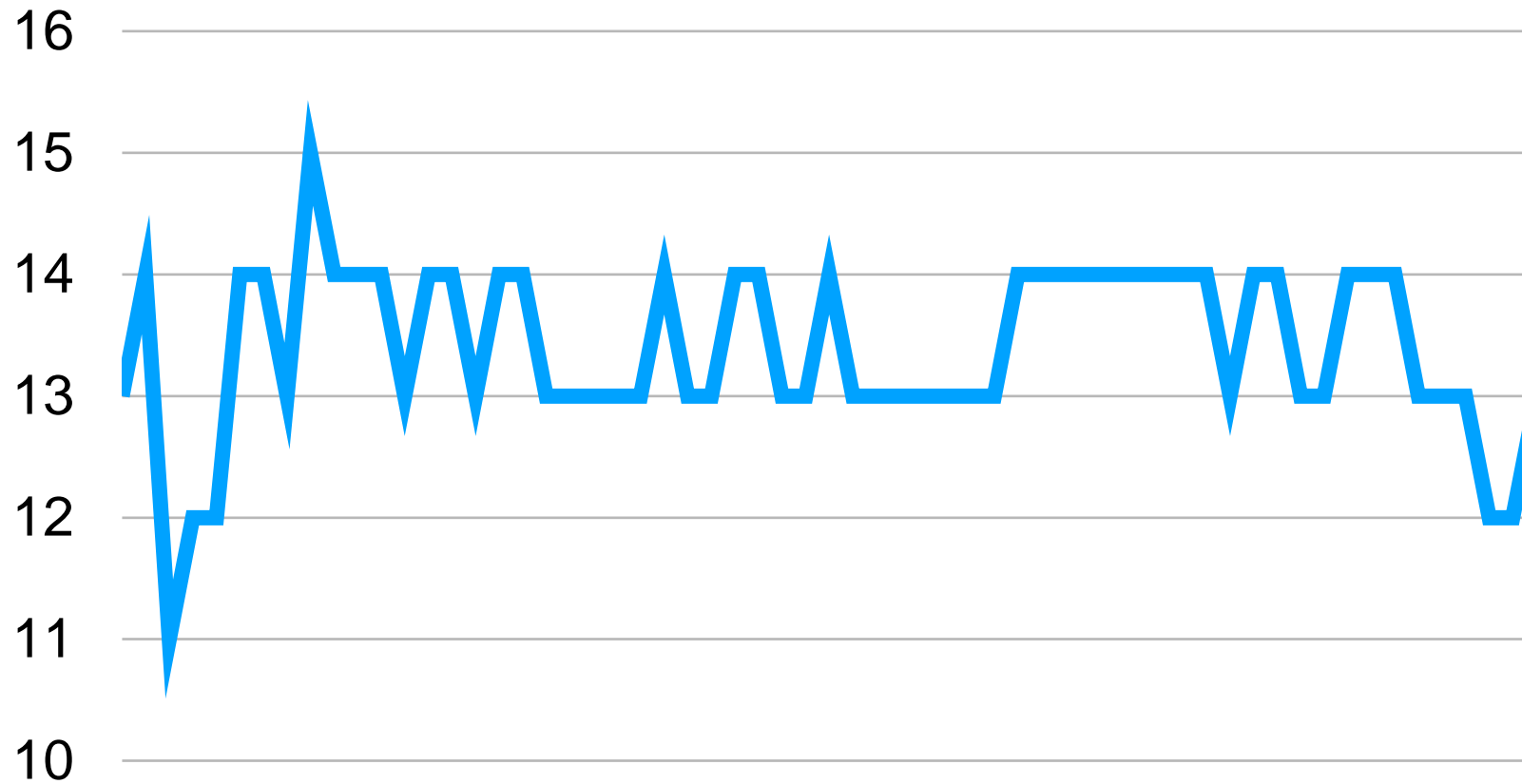
Weekly registrations

June 2020 – June 2021



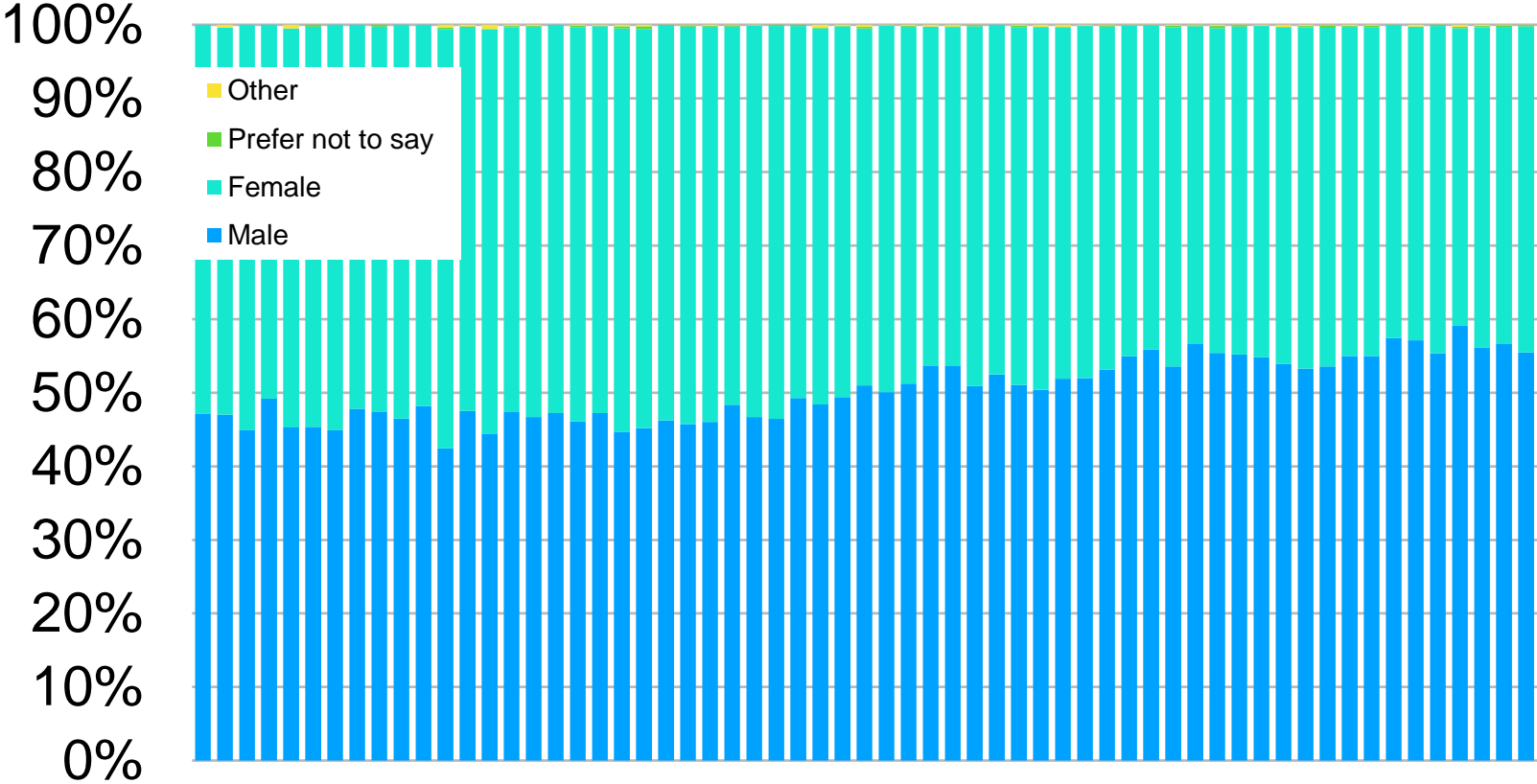
Time to complete

Average minutes, June 2020 – June 2021 (weekly)



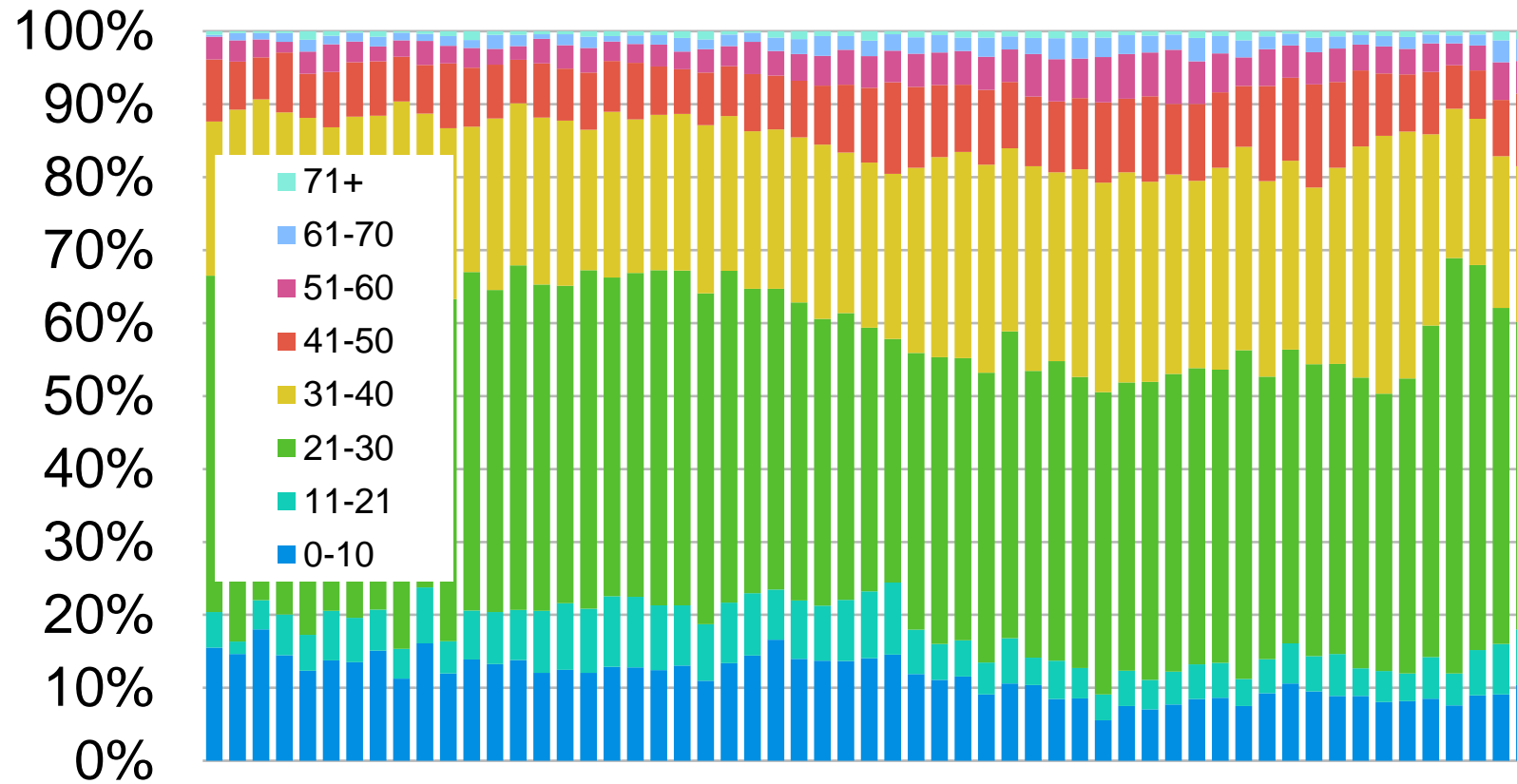
Gender

June 2020 – June 2021 (weekly)



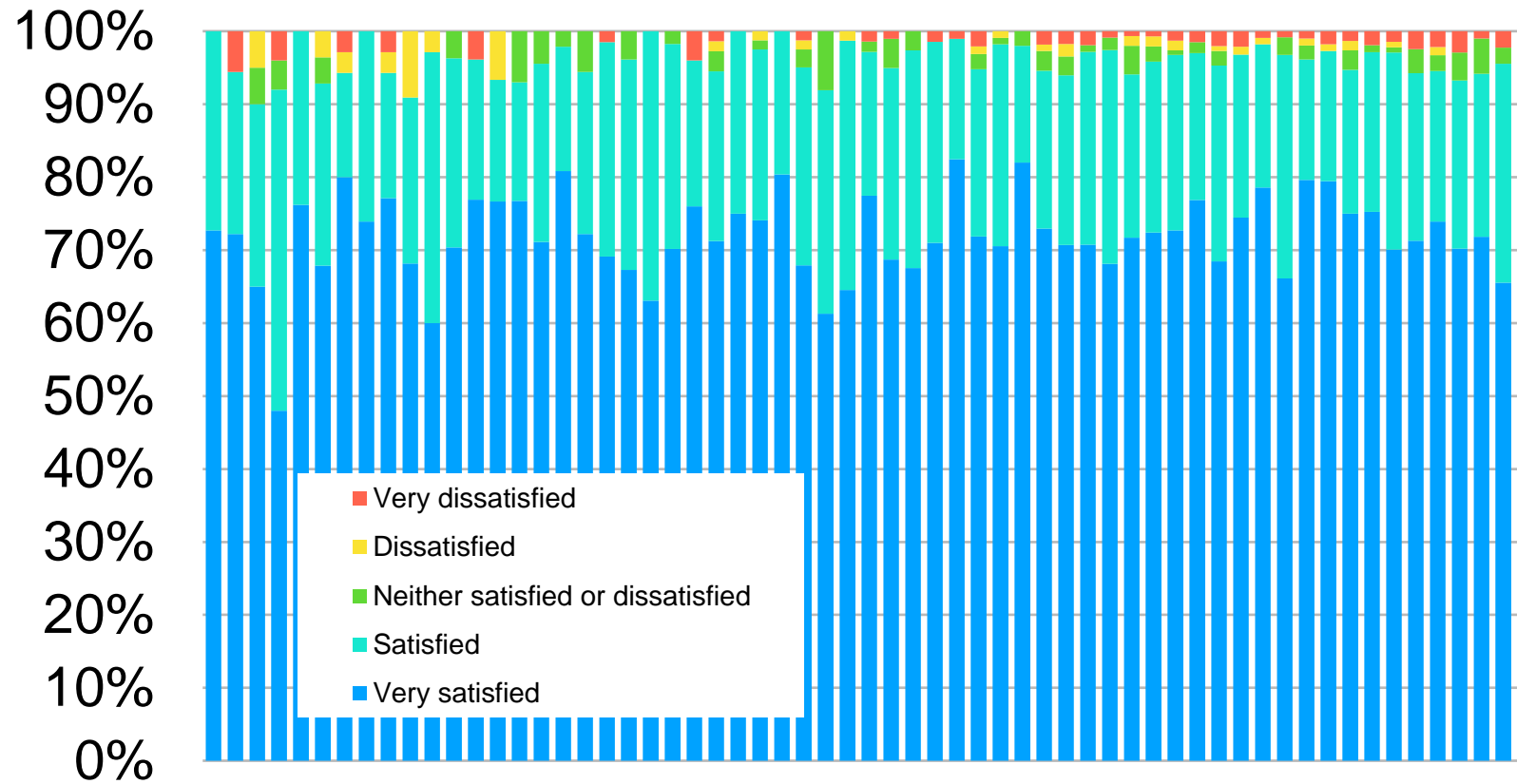
Age

June 2020 – June 2021 (weekly)



Feedback

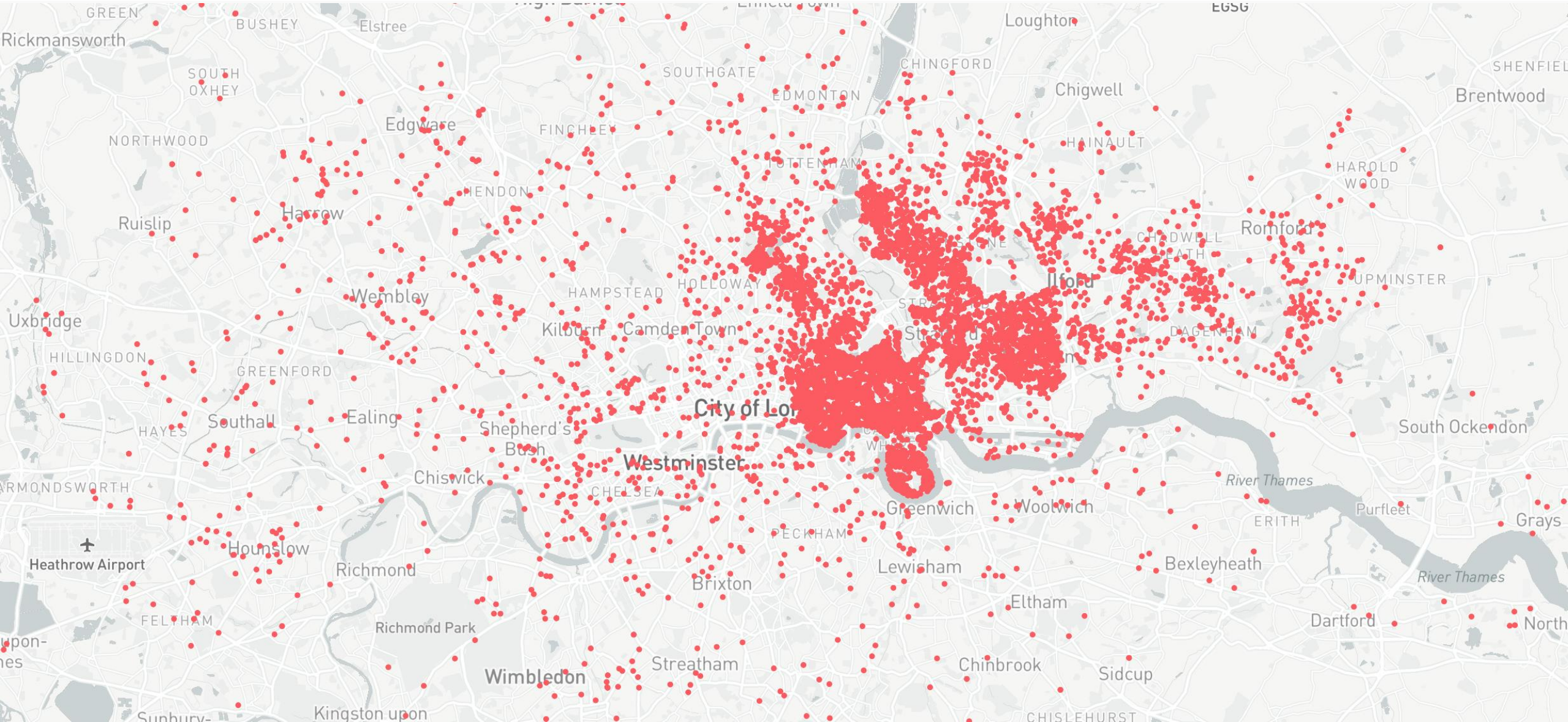
June 2020 – June 2021 (weekly)



Feedback

- “Brilliant! just what we've needed for years”
- “Easy, clear and quick”
- “People don’t know about this. Need to promote”
- “Advertise this service more. Far easier than going to a surgery”
- “Excellent service”
- “This service was very straightforward. Very easy to use”
- “This service should have been provided before”
- “Very clear and easy to complete”
- “Really great service, registering with a GP is always a stressful and sometimes frustrating. This made it really so much easier”
- “This sign up experience was excellent”
- “This service is much easier than going into the clinic and very helpful during this time”
- “Excellent UX, very easy to navigate and a good number of questions on each page”
- “I think it was really easy and very straightforward no changes needed”

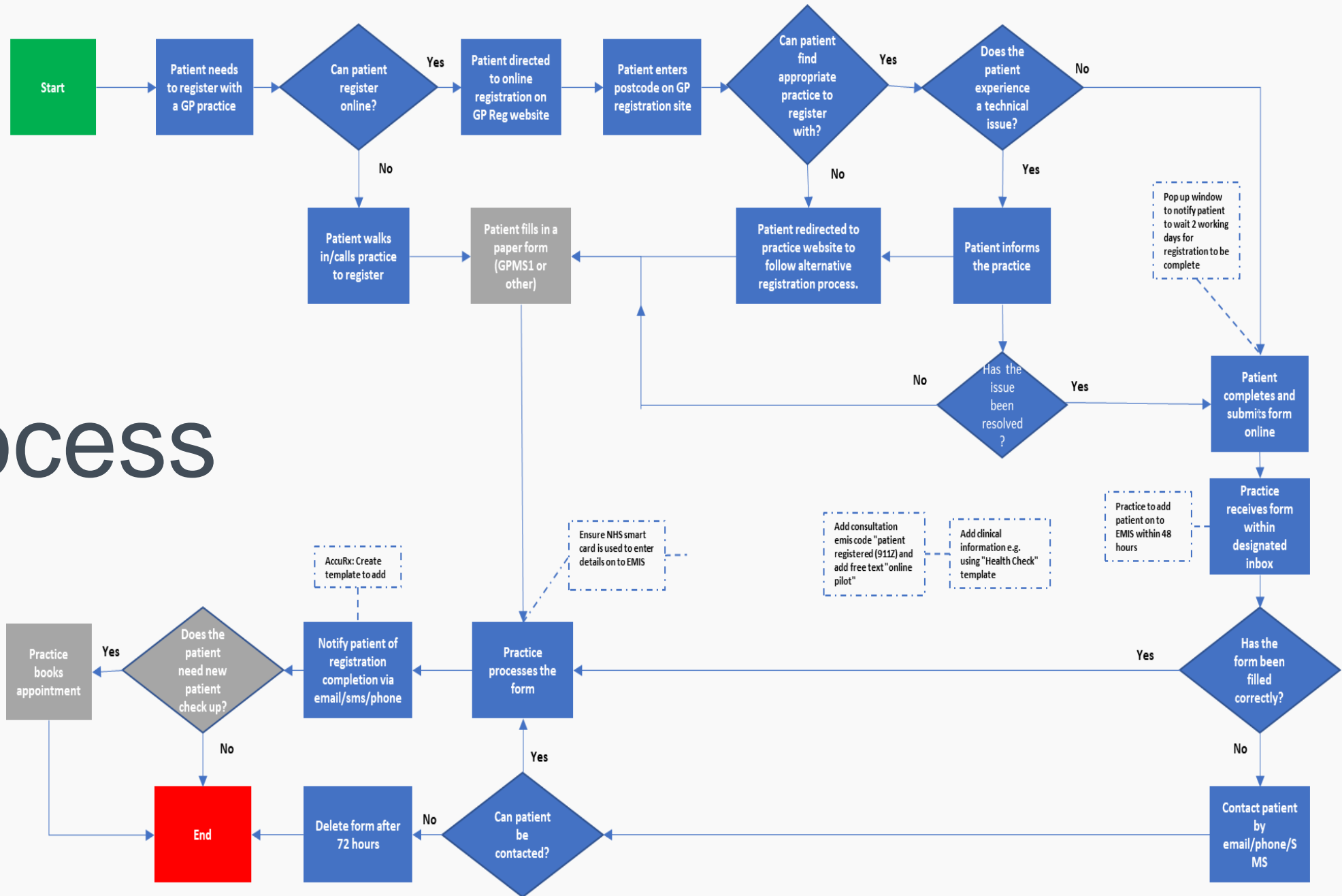
Postcode searches



Process

Practice Onboarding

Process





Register with a GP

Login

Email address

Submit

[Terms & conditions](#)

[Privacy policy](#)

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[Accessibility statement](#)

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Register with a GP

Login link sent

A special link has been sent to wfccg.oldchurchsurgery@nhs.net. Click that link to log in.

[Terms & conditions](#)

[Privacy policy](#)

[Cookies policy](#)

[Accessibility statement](#)

© Crown copyright

Register with a GP (Admin)

Thursday, Feb 4, 03:31 AM

> [To: Practice](#)



Login Link

Click this link to sign in to Register with a GP:

<http://staging.registergp.com/practice/token/lu8BMq4e9K6bh6l2Uo mogTQ>

This link will expire in one hour and can only be used once.

Practice onboarding

Register with a GP allows residents to join a local GP practice by catchment area, online. Your CCG is taking part in the rollout of this service.

Complete this onboarding process to activate your practice and begin accepting registrations.

We'll ask questions about:

- your name
- your practice details
- the email address used to receive patient applications
- your practice catchment area

Onboarding takes around 5 minutes. You must be a practice partner or equivalent to complete this form.

[Start now](#)

To report a problem or ask a question, email register.gp@nhs.net

[< Home](#)

What is your name?

You must be a practice partner or equivalent to complete this form

Full name

Position

[Continue](#)

[< Go back](#)

Are your practice details correct?

Confirm that your practice address and telephone number are correct

Old Church Surgery
020 8529 5543

The Silverthorn Centre
2 Friars Close
Larkshall Road
Chingford
London
E4 6UN

Yes, these details are correct

No

Continue

[< Go back](#)

Update your practice details

Update your practice address and telephone number

Name

Old Church Surgery

Telephone number

020 8529 5543

Address (building name, number and street)

The Silverthorn Centre

2 Friars Close

Larkshall Road

Locality

Chingford

City or county

London

Postcode

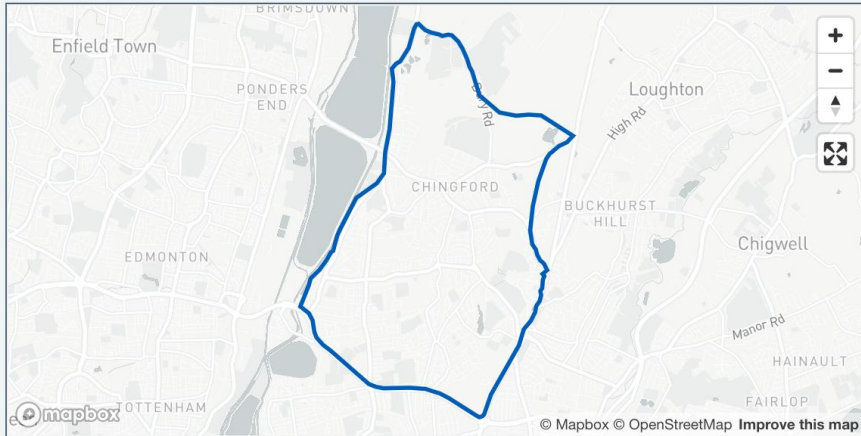
E4 6UN

Continue

[< Go back](#)

Is your boundary correct?

Confirm that your practice boundary is correct. This must be the catchment area contractually agreed with your CCG.



Yes, the practice boundary is correct

No

Continue

[< Go back](#)

Provide details about your practice boundary

Upload an annotated map of your practice boundary. This must be the catchment area contractually agreed with your CCG. You can upload a PDF, image or Word document.

[Choose file](#)

[▶ Help with documents](#)

Continue

[< Go back](#)

Is your service email correct?

This is the email address used for receiving completed registrations

wfccg.oldchurchsurgery@nhs.net

Yes, the email address is correct

No

Continue

[< Go back](#)

Memorandum of Understanding

To use this service you must accept the service MOU. The MOU outlines your commitments, and the processes you must follow to register patients. These processes have been agreed with your CCG. A copy of the MOU can be [downloaded here](#).

In particular you must:

- Register patients within two working days, or contact them to ask for more information within that time frame.
- Register patients without requiring them to visit your practice, show ID or submit proof of address.

Agree and request to go live

By submitting this form you are confirming that you agree to the MOU and that the details you are providing are correct.

Accept and send

[< Home](#)

Onboarding complete

Your practice is now live

What to do next

- Go to the Register with a GP [home page](#) and complete a test registration to familiarise yourself with the service.
- Visit the [service dashboard](#) to view statistics and make changes.

If you need to ask a question, email register.gp@nhs.net.

[< Home](#)

Onboarding complete

Your submission is being reviewed

What happens next

We'll get back to you within two working days to either confirm activation, or ask for more information.

If you need to ask a question, email register.gp@nhs.net.

Challenges

Practices

- Not registering within 2 working days
- Sending patients onto own sites
- Asking for photo ID
- All staff not aware of process
- Not interested / bought into process

Patients

- Unaware of service to register
- Multiple household registrations
- Unsure of details eg NHS No.
- Not getting information from practice when registered

Process

Practice Dashboard

Service dashboard

101

Your registrations in the last 30 days

9,686

Service-wide registrations in the last 30 days

573

Your total registrations

190

Practices live

Practice details

Status	Live Accepting new registrations	Change
Address	The Grove Road Practice 020 8980 1767 3 Ivanhoe House 13 Grove Road Bow London E3 5TW	Change
Service email	THCCG.F84055-WorkFlow@nhs.net	Change
Boundary	Mapped	Change

Support

To report a problem or ask a question, email register.gp@nhs.net

[< Dashboard](#)

Set your live status

Accept or stop accepting new registrations

- Accept new registrations
- Stop accepting new registrations

Submit

Registrations paused

You are no longer accepting new registrations

Service Dashboard



[< Dashboard](#)

Update your practice details

Update your practice address and telephone number

Name

Old Church Surgery

Telephone number

020 8529 5543

Address (building name, number and street)

The Silverthorn Centre

2 Friars Close

Larkshall Road

Locality

Chingford

City or county

London

Postcode

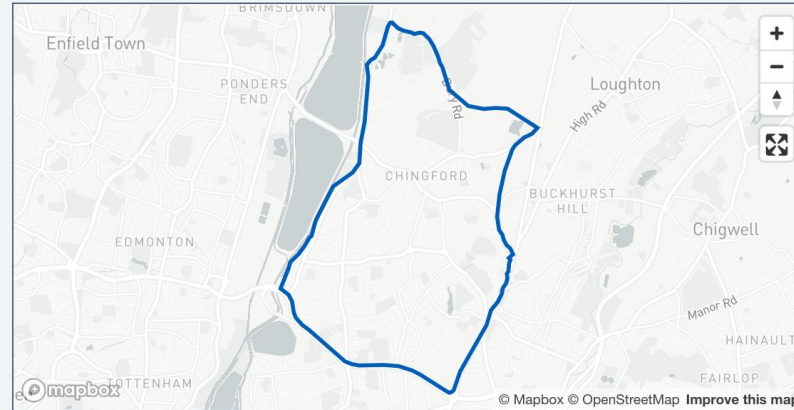
E4 6UN

Submit

[< Dashboard](#)

Provide details about your practice boundary

Your current boundary is shown below. Upload an annotated map of your new practice boundary. This must be the catchment area contractually agreed with your CCG. You can upload a PDF, image or Word document.



[Choose file](#)

[▶ Help with documents](#)

Submit

[← Dashboard](#)

Update your service email address

Update the email address used for receiving completed registrations. Updating this will also change the email address used to access the service dashboard.

Email address

Submit

> [To: Admin](#)



Request to approve edits

Completed on: 03:41:33 4 February 2021

Practice: Old Church Surgery

ID: 214, Organisation code: F86616

Change submitted

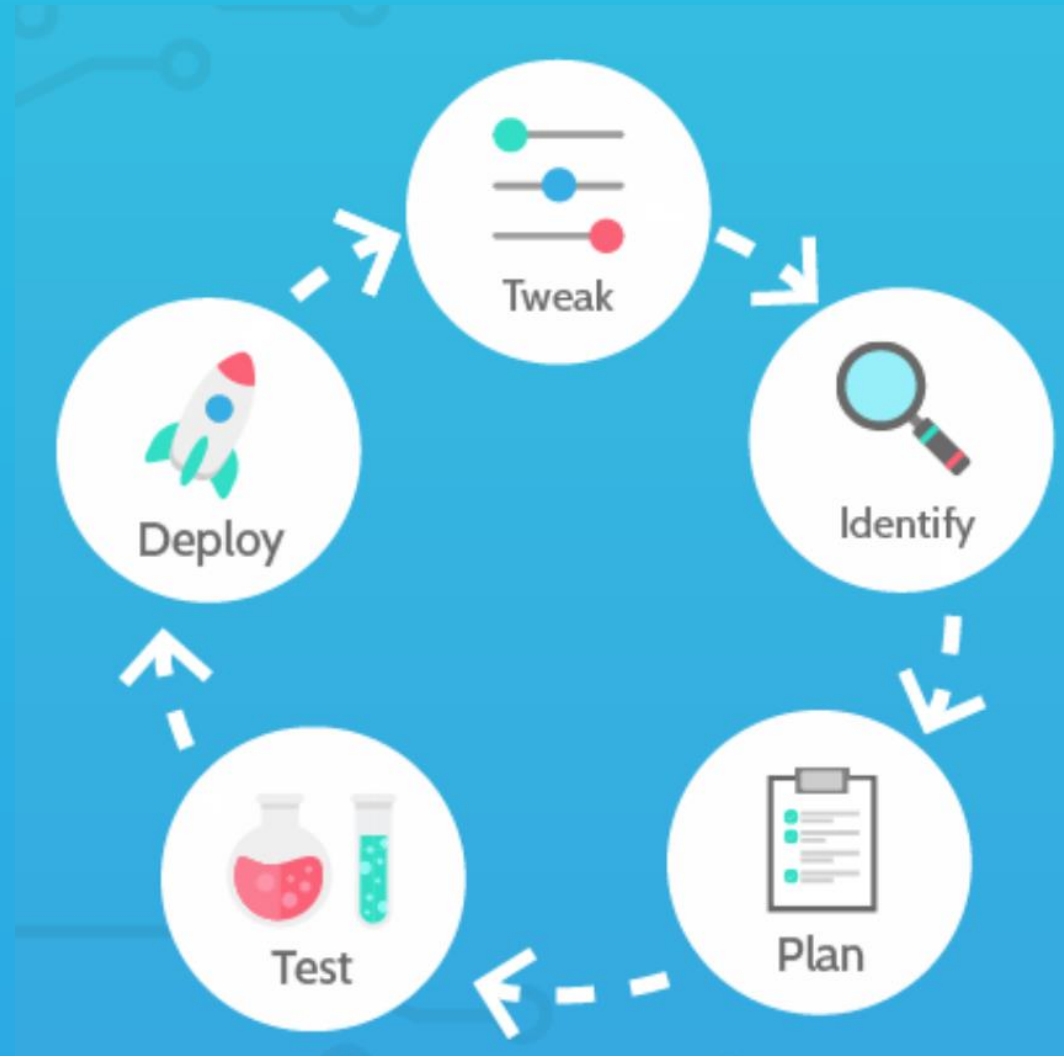
We'll get back to you within two working days to either confirm your change, or ask for more information

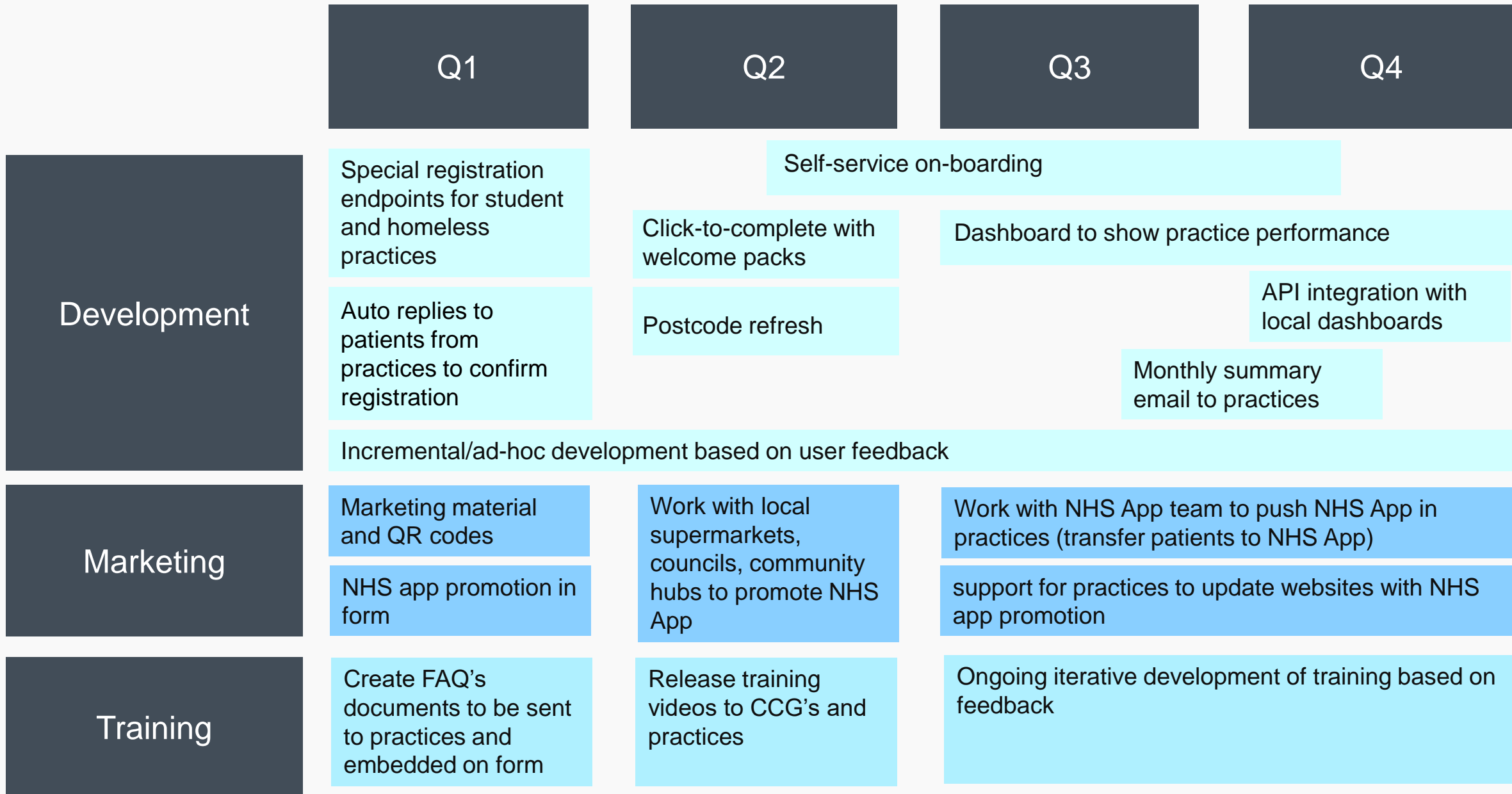
Service Dashboard

Roadmap

**Continuous delivery and
improvement**

Agile iteration and improvement





Saving
£450,000 per year
across NEL

Reduction of 15 minutes admin per patient (practice feedback)

register-gp-london.nhs.uk