

All patients registered at Seaside Medical Centre are allocated a named GP. Patients are informed at the time of registration and a registration appointment is made with a Clinician.

The named GP is responsible for the patient's overall care at the Practice. Should you not be aware who your named GP is, please contact our reception team and they will be happy to inform you.

Patients can make appointments to see any GP working at the practice, however we do encourage patients to see their allocated GP where possible for continuity of care. The allocated GP remains responsible for all telephone calls and correspondence concerning their patient unless they are on annual leave in which case the doctor on duty will cover this work.

With regard to requesting a change of allocated GP, Seaside Medical Centre has a policy in place that restricts patients transferring from their allocated GP to another GP within the Practice.

This is for the following reasons:

- All GPs at the practice offer a high standard of care and follow the same models of clinical care and guidance, which includes decisions on referring and prescribing of medication.
- The benefits of continuity of care help both the patient and the doctor when it comes to keeping you as healthy as possible. Anything which increases or enhances your doctor's understanding of all that's gone on before is invaluable when it comes to dealing with the onset or the prevention of medical conditions.
- It is important that you are happy to see any clinician at the practice. This is because we use care navigators and run a daily duty/on-call doctor system; which is done on a rota basis. Therefore it is likely that you will see different clinicians at times throughout your registration at the practice.

If patients are dissatisfied with any aspect of care or service at their current surgery they have the right to register at a different surgery any time by filling in a registration form. This can be found on our website or at the new surgery and you are not required to inform your GP. A request will then be made for your medical records to be transferred to the new GP surgery.