

Administrative Work: Letters, Forms & GP-Written Statements

At Bedminster Family Practice, we provide NHS-funded clinical services within the scope of the NHS Contract. This includes completing documents necessary for ongoing medical care. Some letters and reports may be considered private work, for which a fee may apply.

NHS App

If you would like to see your medical records, the NHS App is the quickest and easiest way to do this.

Instead of requesting information through your GP, you can view your information securely online at any time.

With the NHS App, you can:

- View your GP health record, including medications, allergies, and test results.
- Access new information added to your record.
- Keep track of your prescriptions, appointments, and referrals.
- Find trusted NHS health advice to help with self-care.

The benefits are:

- Instant access – no need to wait for paperwork.
- 24/7 availability – check your information whenever you need it.
- Secure and convenient – log in safely from your phone, tablet, or computer.
- Environmentally friendly – reduces the need for printing and posting.
- Available to anyone over the age of 13.

Work We Can Provide

For details of work we are able to carry out, please see our [Fees for Non NHS Services List](#).

Accessing Your NHS Records – Subject Access Request (SAR)

- You have the right to ask for a copy of the information we hold about you.
- Dependent upon request, your patient summary may include:
 - Your medical records (from your GP, hospital, or other NHS services)
 - Test results
 - Immunisation history
 - Consultation notes
 - Medical documents and letters
- We aim to provide this information within 30 days of your request.
- This is free of charge.
- You can request this service via Klinik (using the admin tile), in writing, verbally or using the [form](#) which is also available at reception.

Work We Do Not Provide

- Proof of address letters
- Letters regarding housing problems or priority need
- Passports or Photo Card licence applications
- Fitness to travel/fly letters – if you are under a hospital consultant, or pregnant and under a midwife, we suggest you contact them directly
- Proof of identity or address
- Fitness to exercise/attend gym or health club certificate and extreme sports
- Private sick notes
- Information to support benefit application
- Missing a court appearance or probation letters (unless personally directed by a court order)
- School letters (e.g. for menstrual periods, toilet breaks, term work or dietary requirements)
- Benefits appeal letters
- Recording injuries for police or insurance purposes
- Approval of dieting/ weight loss programmes.
- Fitness for operations or dental work

The list above is not exhaustive. The nature of private work is that we are not bound by any obligations to provide it. Therefore, we reserve the right to decline any private work which is presented to us.

Why We Cannot Provide Proof of Address Letters

We often receive requests from patients asking for proof of address letters to support applications for Universal Credit, bank accounts, and other services. We understand that providing proof of address can be challenging for some individuals, particularly those in vulnerable situations.

However, GP practices are **not required or obligated** to provide these letters, and here's why:

1. GP Practices do not verify addresses.

Patients are not required to provide proof of address when registering with a GP. This means we do not formally verify or authenticate addresses, making any letter we provide less reliable for official purposes.

2. It is not a Core NHS Service.

GP surgeries are responsible for providing medical care, not administrative documentation for non-medical purposes. Issuing proof of address letters falls outside of our NHS contract and takes valuable time away from essential patient care.

3. Alternative ways to verify your address exist.

There are already established processes in place for verifying your identity and address through government departments, banks, and support

organisations. These institutions have their own guidelines for proof of address that do not require GP involvement.

If you need confirmation of your GP registration, we can issue a simple factual letter (e.g. confirming name, date registered). This will not include your address as it is not verified. This will be treated as private work and incur a fee.

Alternative Solutions for Proof of Address

If you are struggling to provide proof of address, there are alternative options available depending on what you need it for. These are outlined below:

- **Universal Credit Applications**

DWP accepts multiple forms of identification, including:

- Recent payslips
- P60 or P45 forms
- Bank statements
- Utility bills
- Letters from government agencies

The DWP website also provides information regarding online identify verification and how to access face to face appointments. Please see here: [How to verify your identity for Universal Credit - GOV.UK](#)

If you do not have these, the [Jobcentre](#) may help you to verify your identity in other ways.

- **For Opening a Bank Account**

Many banks accept alternative proof of address, such as:

- Tenancy agreements
- Council tax bills
- Letters from a government agency

This is not an exhaustive list. Please contact your prospective bank to confirm what ID would be acceptable.

Some digital and high-street banks offer accounts for those without a fixed address:

- **HSBC's No Fixed Address Service** (available through partner charities)
- **Monese** and **Revolut** (online banks that allow registration with alternative ID)
- **Lloyds Bank and Barclays** (may accept other documents upon request)

Useful information for Asylum Seekers

We are committed to supporting asylum seekers and refugees in accessing health services and related support.

- [Healthwatch Bristol](#) provides guidance on GP services.
- [inHope Homeless Health Service \(Bristol & South Gloucestershire\)](#) offers healthcare, housing advice, and support if you are rough sleeping or in temporary accommodation
- [Citizens Advice Bureau](#) can assist with navigating immigration, housing, and health-related needs

For further clarity or assistance, please contact the practice via [Klinik](#) using the Admin Tile. Alternatively, please use this form to request medical information.