



SAFE SURGERIES

Safe Surgeries website checklist:

Does your practice website align with inclusive GP registration principles?

Many prospective patients will search practice websites for information before registering with your practice in person or to register online. It is important to regularly review and update your website to ensure patients feel welcomed and can access healthcare without barriers related to their ability to provide proof of ID, address, NHS number, language or immigration status.

This checklist aims to provide a process for ensuring your practice website demonstrates that you are a Safe Surgery to patients and is in alignment with NHS England guidance on GP registration. It should serve as a starting point, and you may find it helpful to tailor it to the specific needs and guidelines of your GP practice, the community you serve and support available from local organisations.

Homepage

1. **Do you have the Safe Surgeries logo on your homepage?** ☐
2. **Is there an option to translate your website into other languages?** ☐

New Patient Registration Page

3. **Do you have a statement to make sure patients feel welcome and aware of their entitlements and the registration process?** ☐

Avoid using language relating to a requirement for documentation or immigration status or that might discourage individuals from registering with your practice.

Example: *Everyone in the UK has the right to free care from a GP. If you don't have proof of ID or address, you can still register. Immigration status or nationality don't matter - reception won't ask for immigration documents and won't share your information with the Home Office unless serious crime is involved.*

[Click here to view this statement in other languages](#)

Example: Use text from Safe Surgeries posters and translations: [Don't have documents, don't worry](#)

4. **Do you have information on what it means to be a Safe Surgery?** ☐

Example: *Include text from your Safe Surgeries declaration to demonstrate your practice's commitment to minimising barriers to GP registration*

5. **Do you have links to translated patient questionnaires for newly registered refugees and people seeking asylum?** ☐

These questionnaires can be completed during registration and used to prioritise patient health needs
<https://www.doctorsoftheworld.org.uk/patient-health-questionnaire/>

Signposting to support and useful resources

6. **Do you have easily accessible contact information if patients have questions or concerns about registration or need support during the process?** ☐

7. **Do you have additional information or translated resources on navigating NHS services?**

Example: *Leaflets and videos [see our translated resources hub](#)* ☐

Please contact safesurgeries@doctorsoftheworld.org.uk if you have any questions or would like to share any changes you have made to your practice website – we'd love to see examples of good practice and share across the network.