

# Market Street Medical Practice

## New Patient Registration Policy

This policy has been revised in alignment with legislation and guidance from *Patient Registration Standard Operating Principles for Primary Medical Care (General Practice)*, NHSE, November 2015. <https://www.england.nhs.uk/commissioning/wp-content/uploads/sites/12/2015/11/pat-reg-sop-pmc-gp.pdf> and the requirements of the Accessible Information Standard (SCCI1605 Accessible Information)

### 1 Who can register?

This practice welcomes anyone to register with us, at any time the Practice is open.

Under the terms of the GP contract, GP practices cannot refuse an application to join its list of NHS patients on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition. They can only turn down an application if the commissioner has agreed they can close their list to new patients or they have other reasonable grounds. Being already registered with another practice does not prevent registration with us.

Anyone can register with us regardless of where they live, but patients are informed at the time of registration, that we are not able to provide home visits beyond our practice boundary. The Practice will decide whether it is clinically appropriate and practical to register individual patients in this way. If patients are unsure as to whether they fall within the practice boundary they can call into surgery or look at the practice website for a detailed map.

<http://www.marketstreetmedicalpractice.co.uk/page1.aspx?p=4&t=1>

See below for specific information regarding registering children and young people.

### 2 Emergency treatment, temporary or permanent registration

General Practices are under a duty to provide emergency or immediately necessary treatment to anyone who is not registered with them, where clinically necessary. If such treatment is provided then the Practice is required to provide 14 days of further cover.

However, if patients wish to register but are intending to reside in the practice area for more than 24 hours but less than 3 months, they will be offered the option of registering as a temporary resident. Their registration will expire after 3 months and the patient must re-register if they wish to continue with the Practice.

### 3 Overseas Visitors

Tourists, or people who live abroad but are visiting family in England, can register and be treated by a GP in the UK. The UK has a reciprocal agreement with other European Economic Area (EEA) countries so that when certain patients are treated in the UK, their home country will reimburse the costs.

GP practices cannot charge for treatment within the Practice, even if the patient is visiting and is not resident in this country, unless the person requesting treatment chooses to be treated privately. They should be treated in exactly the same way as a UK citizen.

### Changes from October 2017 for overseas visitors

In October 2017 the Registration Form (GMS1) was revised to include supplementary questions to help determine a patients' eligibility to free NHS secondary healthcare.

The patient is required to declare if they hold a non-UK issued European health Insurance card (EHIC), a provisional replacement certificate or an S1 form.

However, completion of the declaration is not a mandatory requirement and should not prevent the overseas visitor from registering.

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The overriding principle that applies to patient registration is anyone, regardless of nationality and residential status, may register and consult with a GP without charge.

#### **4 How can people register?**

New patients can register face to face at the Practice, or by applying on line through Patient Access.

To register, whether temporary or permanent, the patient must complete a GMS1 form (available on our website) and should bring two forms of identification from this list:

- Birth certificate
- Marriage Certificate
- Medical card
- Driving licence
- Passport
- Local authority rent card
- Paid utility bill
- Bank/building society cards/statements
- National insurance number card
- Payslip or P45/P60

The Practice asks this as it will help the Practice to ensure the patient is who they say they are, to ensure the correct matching of a patient to the NHS central registry and to ensure that previous medical notes are passed on to the Practice. So as not to be discriminatory in any way the Practice asks this identification information for all new registrations. If the patient does not have any ID with them, the registration will be accepted and the patient asked to bring ID at their next opportunity. However identification is not required by regulation and the Practice understands there are circumstances when it is legitimately not possible. This will not prevent registration.

All new registrations are recorded in the New Patients Log at reception, including the type of identification provided.

The patient is registered under a named GP, however the Practice works as a team and this does not necessarily mean the patient will always have an appointment with that GP. Patients will be informed of their named GP when they register at the reception desk. All our patients, including children, have now been allocated to a named, accountable GP. If a patient wishes to be informed of their named GP or to change this at any time, they only need to ask at reception.

#### **5 New Patient Health Checks**

All new patients will be asked to complete a simple health questionnaire and patients over 5 years old will be offered a more detailed new patient health check with a Health Care Assistant. This will include a discussion about general health and medication as well as blood pressure check and a record of their height and weight.

Patients over 75 years will be encouraged to attend a health check, especially if they have not been seen by their previous GP for over 12 months.

Neither registration nor clinical appointments will be delayed because of the unavailability of a new patient check appointment.

#### **6 Records**

Once registered, patient details are entered on the computer by the receptionist. Lloyd George records arrive in a pouch from the Primary Care Support Services. The majority also arrive electronically via GP to GP. Record transfer may take some time so completion of the health questionnaire at time of registration is important.

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## 7 Registering Children and Young People

Young people aged 16 and over are able to register with the Practice independently.

Any child can be registered by a person with parental responsibility for the child. If a child under 16 attempts to register alone or with an adult that does not have parental responsibility, the Practice Child Safeguarding Lead should be alerted.

A child specific New Patient Questionnaire will require completion for all children under 16.

In order to safeguard children, at the time of registration of all children the Practice will seek assurance through:

- Proof of identity and address, supported by official documentation such as a birth certificate.
- An adult with parental responsibility should normally be registered at the practice with the child. The ID of the adult is useful as it can be matched to the birth certificate details. However, registration will not be refused if there is no-one with parental responsibility who can register, but advice will be sought from the Practice Child Safeguarding Lead.
- Each child should be offered a new patient registration health check as soon as possible after registration.
- Seeking collaborative information (supported by official documentation) relating to:
  - Current carers and relationship to the child
  - Previous GP registration history
  - Whether the child is registered with a school and previous education history
  - Previous contact with other professionals such as health visitors and social workers

In addition:

- Children of parents or carers who have been removed from the list for any reason must not be left without access to primary care services.
- Where parents or carers have been removed from the list due to aggressive and or violent behaviour, a risk assessment should be completed to identify any risk to their children and the appropriate referrals made.
- The Practice should be alert to potential risks such as those described above when young people aged 16-18 register alone.

## 8 Accessible information needs

The Accessible Information Standard (SCCI1605 Accessible Information) directs and defines a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients, service users, carers and parents, where those needs relate to a disability, impairment or sensory loss.

From August 2016, in line with the implementation guidance for SCCI1605, all new patients registering at the Practice will be asked if they have a disability, impairment or sensory loss that means they need or prefer to receive information from the practice in a way which is more accessible to them. As well as identifying the existence of a communication or information need, the specific nature of the support and / or format required must be identified. This information will be recorded on the New Patient Registration Log, and entered into the patient's EMIS record using the defined read codes, so that the requirement is always obvious when the patient's notes are accessed.

## 9 Veterans

General registration procedures apply to veterans. Armed forces veterans are entitled to priority access to NHS hospital care for any condition as long as it is related to their service and all people leaving the armed forces are given a summary of their medical records from Defence Medical Services (DMS) which they are advised to give to their new GP when they register. The Practice will

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also be advised of prior registration with DMS and with a summary of their in-service care. Prior service should be recorded on registration, including enlistment date, and allocated the correct Read code to enable access to specialist care as necessary for such patients.

**10 Homeless and people in circumstances where an address or confirmation of address cannot be given**

If a patient cannot produce any supportive documentation but states they live within the Practice boundary then the Registration will be accepted. If an address cannot be given, where necessary, (e.g. homeless patients), the Practice may use the Practice address to register them, but we should try to ensure we have a way to contact them if needed (e.g. with test results)

**11 Refusal of Registration**

Refusal of a registration by the Practice is expected to be a very rare occurrence. If a registration is refused the Practice will record, in the New Patient Log, the name, date, ethnicity (if available) and clear reason for refusal. The Practice will write to the applicant explaining why they have been refused, within a period of 14 days of the refusal – this letter will be included in the Log. Commissioners may ask GP practices to submit numbers and details of their refusals.

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