

Bournbrook Varsity Medical Centre

Registration, Refusal and Removal Policy

Document Control

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Registrations

Patient registration is determined by the provisions of the practice GMS contract terms of service.

The practice has an open list and it is therefore required to accept the registration of a new patient unless it has fair and reasonable grounds for not doing so. Where a list is open, the practice is obliged to accept allocations by NHS England to the register.

New Patient Health Check appointments are available to all new registered patients. If required, routine appointments can be made as soon as the registration paperwork has been completed.

Bournbrook Varsity Medical Centre is registered as a Safe Surgery:



The Safe Surgery Registration Policy which Bournbrook Varsity Medical Centre follows can be found here: [DOTW-Safe-Surgeries-New-Patient-Registration-Policy.pdf](#)

New Patient Acceptance / Refusal

New patients are asked initially for their address and advised at this point whether they are inside or outside of the practice's catchment area. The practice catchment area is clearly publicised on the practice website.

Where the patient resides outside of the catchment area they will be advised of this and offered support in locating GP practices local to their home address. If the registration is refused the patient will receive a written leaflet (within 14 days of refusal) explaining why we are unable to register them. A log will also be kept of their details along with the reason why they have been refused (see below for more reasons for refusal).

Since April 2025 the Practice has made the decision to no longer accept patients as part of the NHS Out of Area scheme [Registering with a GP surgery outside your local area - NHS](#)

Where the patient resides inside of the catchment area they will be asked to complete the online registration form on the Practice website or NHS website or a GMS1/ PR1 paper registration form which also includes a new patient questionnaire and a copy of the practice leaflet for the patient to keep.

Patients who do not have a place of residence can be registered using the Practice address if necessary.

Patients will not be unreasonably refused registration, and unreasonable includes refusal based upon;

- Medical condition
- Race
- Gender or sexual orientation
- Disability
- Age
- Religious group or religious beliefs
- Political beliefs
- Appearance or lifestyle

The practice will however refuse registration (subject to a partners discussion and agreement) if;

- The practice has already removed the patient from the list for repeatedly failing to attend appointments
- The practice has already removed the patient from the list due to an irretrievable breakdown in the caring contract
- The patient was previously removed from the practice list under the Zero Tolerance procedures
- The patient is known to be under the Zero Tolerance Scheme and has not been discharged from this scheme

The reason for referral will be in writing and recorded in a permanent record for that purpose. This excludes temporary residents, where no record is necessary.

The permanent record will consist of the original GMS1/ PR1 registration form endorsed with the reason for refusal, together with a copy of the refusal letter, filed in surname order. Where a GMS1/ PR1 has not been completed a dummy GMS1/ PR1 will be prepared and filed.

The record is subject to inspection by NHS England who may require the practice to justify a refusal to register.

Removal

Situations which will justify removal:

- ❖ Violence
- ❖ Theft
- ❖ Wilful damage / vandalism
- ❖ Fraudulent behaviour
- ❖ Rudeness
- ❖ Persistently acting unreasonably or inconsiderately
- ❖ Breakdown of trust
- ❖ Change of address which is outside of the practice catchment area

The circumstances in which the patient will be removed from the list will be to protect the practice (personnel, premises or reputation) or in the case of a change of address to insist that the patient registers with a general practitioner local to their home address. Patients will be informed in writing of the reason(s) for removal from the practice list. In the event that it is deemed by one of the doctors to be clinically

inappropriate for a patient to be informed in writing of removal from the practice list, the patient will be invited in to discuss the matter with a doctor.

Clear examples, which would justify removal from the list, are as follows:

Violence:

When a patient:-

- ❖ Is physically violent towards a doctor, practice staff or other patients on the practice premises.
- ❖ Causes physical damage to practice premises or other patient's property.
- ❖ Gives verbal abuse or makes threats towards the doctor, practice staff or other patients.
- ❖ Gives racist abuse, orally or physically.
- ❖ Is violent or uses or condones threatening behavior to doctors (or some other members of the primary health care team) while visiting the patient's home. Such behavior may involve the patient, a relative, a household member, or pets (such as unchained dogs).

Crime & Deception:

Where a patient:-

- ❖ Fraudulently obtains drugs for non-medical reasons.
- ❖ Deliberately lies to the doctor or other member of the primary health care team (eg by giving a false name or false medical history) in order to obtain a service or benefit by deception.
- ❖ Attempts to use the doctor to conceal or aid any criminal activity.
- ❖ Steals from practice premises.

Removing patients due to irretrievable breakdown of the doctor- patient relationship

- ❖ Occasionally patients may persistently act inconsiderately and their behavior falls outside that which is normally considered to be reasonable. In such circumstances there may be a complete breakdown in the doctor-patient relationship. We will not lose sight of the problem and will bear in mind that the circumstances surrounding the breakdown may be perceived differently by the patient and the doctor. It is under these conditions that the potential for misunderstanding is at its greatest.

Distance

- ❖ Where a patient has moved out of the designated practice area and has failed to register with another GP

Repetitive Failure to Attend Appointments

- ❖ Where a patient fails to attend appointments this is recorded in their record for a GP to discuss with the patient at their next contact. If DNA's continue this may then be discussed in a Clinical meeting and assessed whether to remove the patient. See separate DNA Policy for further information.

What the practice will do

We will:-

- ❖ Inform all appropriate members of the practice about the problem.
- ❖ Discuss carefully and confidentially the possible reasons for the patient's behaviour (eg disagreeableness, cultural differences, mental illness, personality disorder).

- ❖ Consider whether any aspect of the running of the practice is contributing to the problem (eg an over stressed GP, a receptionist with poor interpersonal or communication skills, bad surgery design or layout).
- ❖ Consider implementing within the practice solutions or procedures, which may help (eg making sure that the patient always sees the same doctor, more thorough training of practice reception staff, the ability to arrange rapid telephone consultation with a member of the primary health care team).
- ❖ Inform the patient personally that there is a problem and consider arranging a meeting to discuss matters. It may be considered more appropriate to inform the patient by letter.
- ❖ Attempt to explain to the patient the nature of the problem. (It may be useful to use a specially skilled or sympathetic member of the practice to facilitate this).
- ❖ Try to elicit the patient's perspective and interpretation of the situation.
- ❖ Be prepared to negotiate with the patient over specific problems (eg too frequent requests for home visits may be reduced by a promise of easier telephone consultations with the doctor).
- ❖ Suggest that another GP within the practice might better fit with the patient's needs and expectations. Consideration will need to be given to the patient's reaction if they have to consult with the same GP in an emergency or out of hours situation.
- ❖ We will consider writing to the patient informing him or her of the decision and the reason for removal from the list.
- ❖ Inform the appropriate Health Authority in writing of our decision.
- ❖ Explain to the patient that he or she will not be left without a GP.
- ❖ Give the patient information on how to begin the process of registering with another GP.
- ❖ **Patients will (in most circumstances) have the opportunity to discuss any matters of removal from the list with a GP Partner, and the patient will be offered an opportunity if applicable to demonstrate more appropriate behaviour in future. It will be at the senior partner's discretion and his decision will be final.**

Children

Children must not be removed from the Practice list until a request is received from their new GP.

Ideally a parent/ guardian should be registered at the Practice alongside 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 (Dr C H Allen/ Deputy Dr Alexander Dungate) should be alerted.

Refused Registrations

[illegible]

[illegible]