**Rough Hay Surgery New Patient Registration Policy**

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# Introduction

## Policy statement

Rough hay Surgery conforms to the primary medical care standard operating principles in ensuring that there is equitable access for all patients who wish to register themselves as a patient at the practice. In conjunction with this, new registrants will be invited to attend a new patient health check appointment within one month of joining the practice.

## Principles

It is a contractual requirement that once registered all patients must be invited to participate in a new patient check. However, neither registration nor clinical appointments should be delayed because of the unavailability of a new patient check appointment.[[1]](#footnote-1)

## Status

The practice aims to design and implement policies and procedures that meet the diverse needs of our service and workforce, ensuring that none are placed at a disadvantage over others, in accordance with the Equality Act 2010. Consideration has been given to the impact this policy might have in regard to the individual protected characteristics of those to whom it applies.

## Training and support

The practice will provide guidance and support to help those to whom it applies understand their rights and responsibilities under this policy. Additional support will be provided to managers and supervisors to enable them to deal more effectively with matters arising from this policy.

# Scope

## Who it applies to

This document applies to all employees, partners and directors of the practice. Other individuals performing functions in relation to the practice, such as agency workers, locums and contractors, are encouraged to use it.

## Why and how it applies to them

The new patient health check and NHS Health Check are associated with the Quality and Outcomes Framework (QOF). If a number of assessment and management indicators are achieved, Rough Hay Surgery will be rewarded for the provision of quality care.

Furthermore, there is a legal duty[[2]](#footnote-2) for the provision of the following:

* All eligible patients aged 40-74 are to be offered an NHS Health Check once every five years
* The check will include specific tests and measurements
* Ensuring that patients are advised of their cardiovascular risk score, as well as other results, in a manner which they understand
* The recording of specific data in the patient’s healthcare record

# Patient registration

## Legislative compliance

Rough Hay Surgery will adhere to the terms of its contract and not refuse patients’ applications to join the practice on the following grounds:

* Race
* Gender
* Social class
* Age
* Religion
* Sexual orientation
* Appearance
* Disability
* Medical conditions
* Prison record (patients are able to register prior to their release from prison)
* Homeless (No requirement for fixed address)

## Declining applications

The practice is, however permitted to decline a patient’s application to join the practice if:

* The commissioner is in agreement that the practice list may be closed to new patients
* Is named on the violent patients register and has been allocated an alternative GP by the CCG.
* Outside of the catchment area. (see section 3.3)

Any refusals will be confirmed in writing to the patient, with the reasons fully stated, within 14 days of the refusal. The date and reason for refusal will be recorded along with the name of the patient and this information will be made available to commissioners if requested.

Patients will not be refused if they are registered with another local practice or if they are unable to provide ID or confirmation of an address.

## Practice area

Rough Hay Surgery may register new patients who reside outside the practice area if it is clinically appropriate to do so and the patient is advised that the practice is not obliged to undertake home visits or provide immediately necessary treatment when the patient is at home.[[3]](#footnote-3)

Patients outside the practice area may wish to register with the practice for a number of reasons:

* Closeness – it is closer to the patient’s place of work or dependants’ school
* Residence – they reside in the area during the week, but their permanent home address is in another area
* Moved to a new house – but do not want to change GP
* Choice – access and services are better

The practice is to provide this group of patients with information on who to contact when they have an illness or injury at home which prevents them from attending this practice. The templates provided in the reference material at footnote four are to be used.

## Registering the patient

All new patients will be required to complete a new patient registration form which includes a new patient health questionnaire and a [GMS1 form](https://www.nhs.uk/Servicedirectories/Documents/GMS1.pdf), all of which are available from reception or can be downloaded from the practice website.

Completed forms are to be passed to Reception staff who will carry out the necessary administrative action and facilitate the transfer of the patient’s records using GP2GP.

## Registering children

If a child under the age of 16 attempts to register alone, or with an adult who does not have parental responsibility for the child, the practice safeguarding lead is to be informed. It is recommended that the practice gains assurance by:

* Obtaining proof of identify for each child (i.e. birth certificate)
* An adult with parental responsibility is present at registration (and can prove they have parental responsibility)
* Offering the child a new patient health check
* Obtaining supporting documentation from official sources, i.e. previous GP, social workers, etc.

Where doubt exists, the practice safeguarding lead is to be informed and appropriate actions taken.

## Registering veterans

The responsibility for the provision of healthcare to Armed Forces personnel rests with Defence Primary Health Care (DPHC). When service personnel leave and become Armed Forces veterans, their primary healthcare becomes an NHS responsibility.

Veterans will be provided with copies of their medical records which they will give to their new practice during registration. Armed Forces veterans are entitled to priority treatment if their injury or condition came about as a result of their service. Further guidance can be found [here](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/49469/the_armed_forces_covenant.pdf).

## Temporary residents

Temporary residents are entitled to the full range of services provided by this practice and are classified as patients who are in the local area for a period of more than 24 hours but no longer than three months.

# New patient health check

## Eligibility

All patients registering at Rough Hay Surgery will be invited to attend an appointment for a new patient health check with the Health Care Assistant.

## Purpose

The purpose of the new patient health check is to discuss any existing conditions with the patient, whilst also taking the opportunity to review the patient’s lifestyle and make recommendations through evidence-based advice in order to improve the lifestyle of the patient.

##  Patient invitation

Patients will be invited to attend a new patient health check when they register with the practice. Ideally, this appointment will be arranged for a date within one month of the patient registering at the practice.

Patients are to be advised that they can be seen by a GP or nurse prior to this check, but will still need to attend the original appointment for the check as planned.

## Recording information

All staff are to ensure that they accurately record and read-code invitations for new patient health checks in each patient’s healthcare record.

# Summary

It is the responsibility of all staff at Rough Hay Surgery to ensure that patients are registered appropriately and that they understand the difference between the NHS Health Check and the new patient health check. Patients must also be advised of what both checks entail, the requirement for the practice to undertake the checks and, most importantly, that the checks are preventative measures with an overall aim of increasing patient well-being and helping patients to live longer.

1. [↑](#footnote-ref-1)
2. [National Health Service Act 2006](http://www.legislation.gov.uk/ukpga/2006/41/contents) [↑](#footnote-ref-2)
3. [NHS England Choice of GP Practice](https://www.england.nhs.uk/wp-content/uploads/2017/10/Guide-out-area-reg-1214.pdf) [↑](#footnote-ref-3)