

Patient Registration Process at Broadmead Medical Centre BMC

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Contents

1. Introduction	3
2. Who Can Register	3
3. How Does a Patient Register.....	3
4. Temporary Registrations.....	4
5. Registration Packs	5
6. Summarizing Patient Records	5
7. GP2GP	5
8. De-Registration	5
9. Change Register.....	8

Patient Registration BMC

1. Introduction

Patient registration is key to providing patients with good continuity of care. It enables the practice to manage patients' full healthcare needs proactively and ensures that patients can be managed throughout the NHS efficiently and effectively.

2. Who Can Register

A patient can register if they live within the practice boundary and are eligible for NHS care (SEE MAP AT THE END OF THIS DOCUMENT)

Entitlement to free NHS treatment in the UK is based on the country of residence and not citizenship. The general rule is that all UK residents are entitled to free treatment. The test to be applied for eligibility is whether the individual seeking treatment is ordinarily resident in the UK – in other words that they are in the UK legally and are settled there. If the test is satisfied there is no minimum qualifying period of residence before an individual becomes eligible for free treatment.

If you are unsure, please check with the Operations Manager, who will advise you.

More detail can be obtained from the practice policy 'overseas patients.'

3. How Does a Patient Register

If a patient reaches the criteria above, they can register with the practice. The registration process takes several stages:

- The patient is given a registration pack.
- The patient completes and signs the GPS1 form
- The patient is entered onto the EMIS system.
- The registration protocol **MUST** be completed to ensure that we have gathered all equity of access information to fulfil our performance targets.
- The patient's registration forms are sent by the practice to the PCSA
- The PCSA sends the patient's details to the Health Authority and recalls the patients notes from their previous GP.
- The patient's notes are sent to the practice.
- The practice summarizes the records onto the patient's registration within EMIS.
- The patient is recalled for any outstanding health checks.

Patients must sign the GPS1 form in person and bring to the practice. Proof of NHS eligibility is helpful. Patients should try to bring proof of residency with them. Proof can be in the way of any

Patient Registration BMC

documentation that shows that they are resident in the UK and living within the practice boundary. Examples are a recent utility bill, passport, driving license, council tax bill.

Pts can also register online via our website www.broadmeadmedicalcentre.nhs.uk and the request will be received via email at bnssg.admin.bmc@nhs.net Once the email is received the admin staff will follow the process as summarized below:

1. Go to email and 'click to open' to view form on the website.
2. The patient demographics should be checked to ensure patient is within boundary etc.
3. If happy to proceed with registration, patient should be sent a text message to inform the patient that the forms have been received and are starting to be processed.
Templates on AccuRx can be found under: **New Registration Form – Accepted**
4. If the patient is not within our practice boundary a text message will be sent to explain this. Templates on AccuRx can be found under: **New Registration Form – Rejected.**
5. If the patient has not completed both forms correctly then a text message explaining this will be sent to the patient. Templates on AccuRx can be found under: **New Registration – Incomplete.**

Check all the information is correct and proceed with the standard registration process detailed above, on EMIS Web.

Once complete the forms can be deleted from the website.

4. Temporary Registrations

Patients can register temporarily with a GP near where they are staying if they are ill or need medical advice while they are away from home, for example, working, studying or on holiday. Patients can be classed as either a short stay (up to 15 days) or Long stay (over 15 days and up to 3 months).

They will remain registered with their permanent GP but can see a temporary GP here at the Practice for up to three months.

Our temporary GP will pass details of any treatment the patient receives on to their permanent GP, who will add the information to the medical record.

It is helpful for the patient to have the following information with them when they see the temporary GP for the first time, but this is not always the case:

- details of any medical conditions you have
- details of medical conditions you have had in the past
- the name of any medicines you are currently taking
- details of anything you are allergic to
- contact details for your permanent or previous GP

When registering a temporary patient, you need to complete the blue GMS3/99 form stored in the reception grey drawers.

Patient Registration BMC

5. Registration Packs

Each registration pack should contain:

1. A patient registration form GPS1.

Must be completed by hand and registration cannot be take place without this form.

2. A patient information leaflet.
3. An Alcohol Audit form
4. A leaflet detailing alternative services.
5. A 'Use the Internet' online access form.
6. A 'Your health record, protecting your information' form.

6. Summarizing Patient Records

It is important that the summarizing of patient records takes place and is completed within 8 weeks. This ensures that we meet the Government Quality Outcomes Framework targets, and that the patient information is in place should they make an appointment shortly after registration. Patient notes will be received from the PCSA within a couple of weeks from registration. These notes need to be entered onto the EMIS system in a summarized form. Note summarization is an important and key task in managing the information we keep relating to patients. If at all possible, the task then should be performed by an administrator trained in summarization.

7. GP2GP

GP2GP is a project which enables the Electronic Health Record (EHR) of a patient to be transferred securely and directly to a new practice when the patient registers at that practice. If a receptionist registers the patient using a 'Smart Card' this process will happen automatically if the patient has been registered to the NHS in the past. This is a much better process for the practice, patient, and clinical staff as it means the patient records are with much more quickly for reference purposes. The EHR should be available at the new practice within 24 hours of the patient registering - but will normally be a lot quicker than this.

8. De-Registration

Patients will be removed from the practice list for many reasons, for example:

1. If they register with a new GP.
2. If the GP asks for the patient to be removed from the list.
3. If the patient dies.
4. The patient moves out of the area

Patient Registration BMC

De-registration can occur in several ways but is all managed via the 'GP links' system within EMIS. De-registration and GP links are managed by the practice administrators.

Method 1- Patient registers with another GP practice

The PCSA may inform the practice that the patient has moved to another GP. This information will be sent via GP links. The practice will be asked to return the patients notes.

Method 2-Patient moves away

If a patient moves outside of the practice area, we need to inform the PCSA via the GP links.

Go to 'Registration' > 'Request deduction'>Write ODP (outside doctors practicing area) in the 'Notes' field with the patient's new address.

The PCSA will write to the patient and request that they register with another GP in their new location.

If a patient goes abroad, and the practice is 100% sure that they have moved permanently the patient can be removed from the list straight away.

Method 3-Patient dies

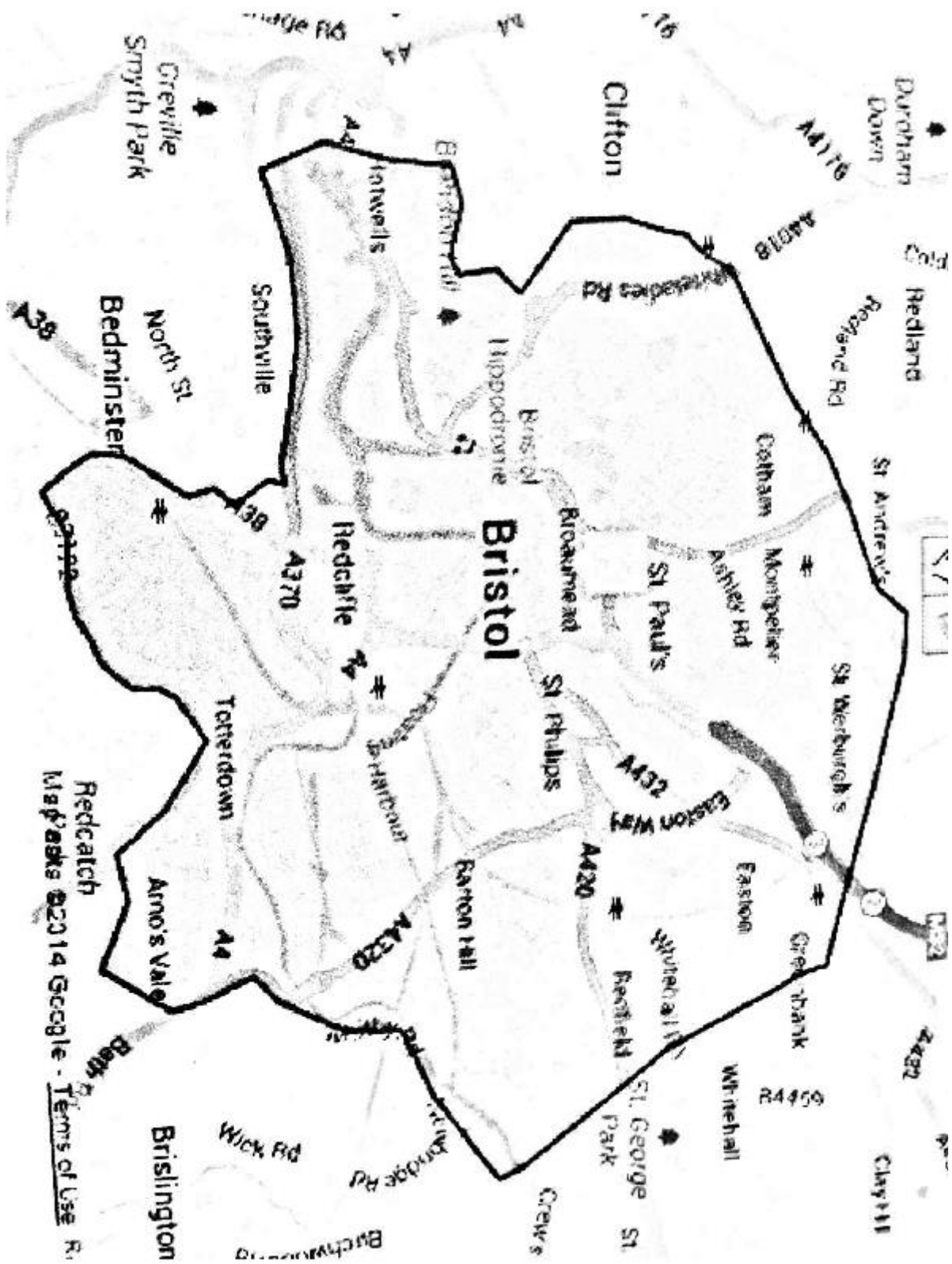
If a patient dies the practice can inform the PCSA via GP links and request immediate removal.

A communication form needs to be completed to ensure that the practice informs all interested parties. The communication form can be found in the practice resource file.

Method 4-immediate removal due to violence or aggression or other circumstances

It may be that a GP requests that a patient is immediately removed from their/the practices list. This may be due to the patient be violent or aggressive or other extenuating circumstances. In these instances, it is best to ring the PCSA to discuss how best to proceed.

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Patient Registration BMC

9. Change Register

Date	Reviewed and amended by	Revision details	Issue number
		Page 5: References to Practice Nurse changed to Healthcare Assistant	
		Page 5: Sunday deleted and changed to Saturday	
		Page 5: Practice Nurse removed from providing role of summarizing	
13 th September 2011		Added more items to the list detailing registration pack contents. Detailed the patient deduction process more clearly.	
January 2014		Changed boundary information and map Added information relating to online registrations Amend information of registration pack contents. Added section re GP2GP	
July 2022		Online registration process updated, AccuRx templates to patients added to show if registration forms are complete, rejected, or incomplete. Removal of new patient health checks.	