

BMC Rejected and Incomplete Registrations SOP

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Purpose

To ensure all rejected and incomplete patient registrations are managed efficiently, accurately, and in accordance with NHS and Primary Care Support England (PCSE) requirements.

Scope

This procedure applies to all reception and administrative staff responsible for patient registrations on EMIS.

Responsibilities

Reception and Registration Team:

- Monitor registration rejections and incomplete registrations.
- Investigate and resolve issues as outlined in this SOP.
- Communicate with patients where necessary to confirm or correct details.

Practice Manager / Supervisor:

- Provide guidance and support in complex or recurring issues.
- Ensure all team members are trained in handling rejections and incomplete registrations.

Procedure

1. Rejected Registrations

1. Notification of Rejection

- An email will normally be received from Primary Care Support England (PCSE) indicating the reason for rejection.
- The rejection will also appear on the EMIS Workflow → Registration Screen.

2. Identifying and Accepting Rejections

- Go to Workflow → Registration.
- A number will appear next to "Rejections."
- Select the rejection and accept it on the EMIS rejection screen.
- The patient's status will automatically change to Inactive.
- You will then need to re-register the patient with the correct details.

3. Accessing the Workflow View

- Click on the EMIS ball → Workflow View.
- Then select GP Links Status.
- A message may appear stating "Email sent to main contact."
- Review this message to confirm the reason for the rejection.

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2. Common Reasons for Rejection and How to Resolve

- A. Postal Address Issues
 - Confirm the address with the patient directly.
 - Cross-check the address using the Royal Mail Postcode Finder.
 - Once the correct address is confirmed:
 - Amend the patient's record if necessary.
 - Re-register the patient using the correct details.
 - If the address was correct:
 - Navigate to the registration screen, press Next until the final page.
 - In GP Links Information Notes, type: 'Address confirmed as correct.'
- B. Duplicate Registration (Patient Registered at Another Surgery)
 - PCSE only accepts the first registration submitted.
 - If a patient registers at two surgeries within a short period, the second registration will be rejected.
 - EMIS will display a message confirming that the patient has registered elsewhere.
 - No further action is required other than confirming the information with the patient.
- C. Patient Not Found on Spine / Similar Name Found
 - Contact the patient to confirm name and date of birth.
 - If the patient is from abroad:
 - Request details from their Biometric Residence Permit (BRP).
 - Enter the exact name(s) as shown on the card.
 - Note that patients from Malaysia may only have one name on the BRP card.
 - If the patient was previously registered elsewhere:
 - Ask them to obtain their NHS number from their previous surgery.
 - Once all correct details are confirmed, re-register the patient with accurate information.

3. Incomplete Registrations

1. Identifying Incomplete Registrations

- In EMIS, go to Workflow → Registrations → New Registrations → Transaction Status.
- Incomplete registrations will show as 'Incomplete.'
- A yellow banner will also appear at the top of the patient's EMIS screen.

2. Understanding Incomplete Status

- An incomplete registration means the second screen details have not been completed.
- This includes:
 - Previous address details
 - Previous surgery information
 - Type of registration (Previously registered / Non / Baby card)

3. Completing the Registration

- To access the incomplete registration:
 - Click the yellow banner at the top of the patient's EMIS screen, or
 - Go to Transaction Status and select the patient marked as 'Incomplete.'

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- Enter the missing second-page details.
- Press Next through to the end of the registration process, then click OK to complete.

4. Important Note

- **Patients with incomplete registrations will still appear as active on EMIS.**
- However, their registration will not be sent to PCSE, and their previous records will not transfer.
- It is therefore essential that all incomplete registrations are resolved promptly.

Version Control

Date	Version	Author	Change Details
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