



REGISTERING & DE-REGISTERING PATIENTS AT THE HOMELESS HEALTH SERVICE

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Registration Patients at the Homeless Health Service 1.0

Introduction

At HHS, we primarily operate as a temporary service for patients who are homeless or unstably housed.

- **Temporary Registration:**
Patients who are already registered with another practice may still access our services under a temporary registration.
- **Encouraging Ongoing Care:**
For patients without an existing GP registration, we will encourage and support them to register with a local practice to ensure continuity of care.
- **Full Registration:**
In cases where a patient has a complex medical history or it is otherwise deemed appropriate, we may offer full registration with HHS.

This approach allows us to provide accessible healthcare to those in immediate need while promoting long-term, stable care arrangements.

Who can register?

Patients who are homeless or insecurely housed and eligible for NHS care can register with HHS to access our services.

Anyone in England can register with a GP surgery, and registration is free. You do not need proof of address, immigration status, identification, or an NHS number to register.

At HHS, patients will generally be registered on a temporary basis, reflecting the constraints of our current contract and available services.

How does a patient register?

Patients can register in person by completing a registration form and consent form. Alternatively, we can email the forms to another professional who can assist the patient in completing them and then return the completed forms via email.

Once the forms are received, the patient's details are entered into the EMIS system, after which they can begin using our services immediately.

Registration at HHS entitles patients to access other services offered by HHS, such as dental care.

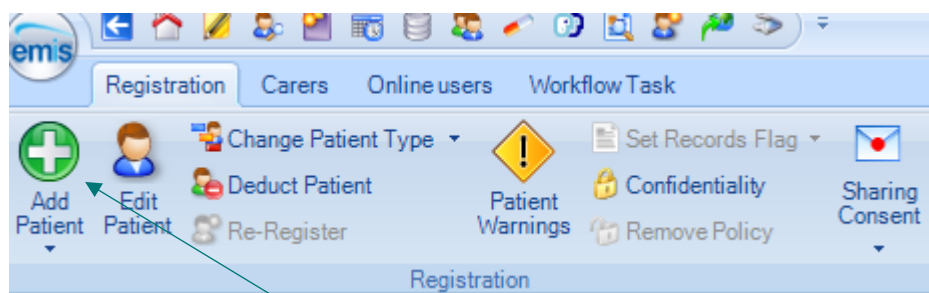
How to register a temporary patient

- The patient is given a registration and consent form
- The patient completes and signs both forms
- The patient is entered onto the EMIS system

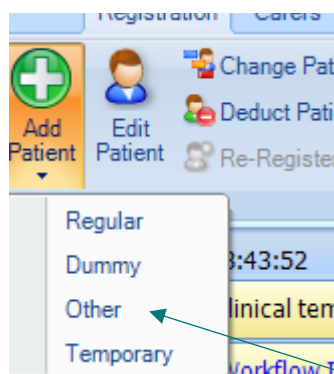
Registration Patients at the Homeless Health Service 1.0



1. From main menu select 'registrations'



2. Click 'Add Patient'



3. From the drop-down box select 'other'

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Trace Criteria

Family Name * Mouse Gender * Male Date Of Birth * 01-Jan-1990  Find

Given Name micky Postcode NHS Number [Use DOB range](#)

Local Patients PDS Patients

Name / Address	Gender	Date of Birth / NHS Number	Status for this Organisation
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4. Complete patient details and click 'find'

Trace Criteria

Family Name * Mouse Gender * Male Date Of Birth * 01-Jan-1990  Find

Given Name Micky Postcode NHS Number [Use DOB range](#)

Local Patients PDS Patients

Name / Address	Gender	Date of Birth / NHS Number	Status for this Organisation
MOUSE, Micky (Mr) Nfa, 1 Jamaica Street, Bristol, BS2 8JP	Male	01-Jan-1990 Unknown	Active Dummy

Register Patient Cancel

5. Click 'register patient'

6. From this point on, the system is intuitive.

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Active **MOUSE, Micky (Mr)** Born **01-Jan-1990 (35y)** Gender **Male** EMIS No. **503528** Usual GP **AT HOMELESS HEALTH SERV, D...**

Usual Address **Household** Contact Information **Practice Information** Warnings (None) **Manage**

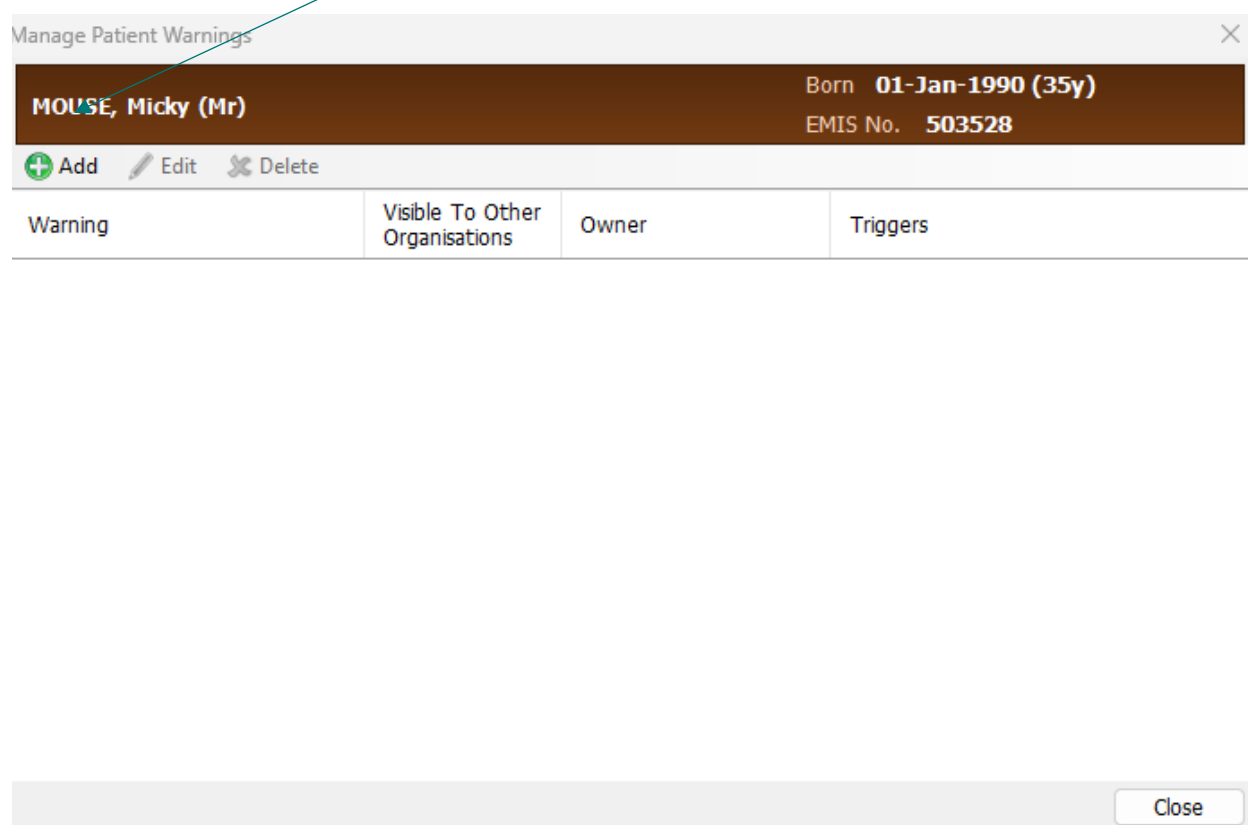
Ref **1 Jamaica Street** Patient Type **Dummy**
Bristol EMIS No. **Unknown**
BS2 8JP EMIS No. **503528**
Usual GP **AT HOMELESS HEALTH SERV, D (Dr)**

Map **Edit patient details**

PDF: Ineligible For Synchronisation

7. Finally, click 'manage'

You will then see this screen. Click 'Add' From there you can add a warning message. With every new registration you should type '**patient attends Homeless Health, please check all records**'. You will then see the trigger points. You should tick all boxes other than 'view lab report in Workflow Manager'



Manage Patient Warnings

MOUSE, Micky (Mr) Born **01-Jan-1990 (35y)**
EMIS No. **503528**

+ Add **Edit** **Delete**

Warning	Visible To Other Organisations	Owner	Triggers
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Close

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Wet Clinic Registrations

Standard Registration Process

Registration for the Wet Clinic should be completed following the procedure outlined above.

If Unable to Register Electronically

- In situations where electronic registration cannot be completed, the patient must fill out and sign a Registration and Consent Form.
- The completed form should be scanned and emailed to HHS for processing.

Urgent Cases

- If the matter is urgent and a scanner is not available, email as many patient details as possible to HHS immediately.
- Ensure that the completed Registration and Consent Form is provided to HHS administrative staff at the earliest possible opportunity.

Horizons Registrations

Standard Registration Process

Registration for new patients presenting at Horizons should be completed following the procedure outlined above.

If Unable to Register Electronically

- In situations where electronic registration cannot be completed, the patient must fill out and sign a Registration and Consent Form.
- The completed form should be scanned and emailed to HHS for processing.

Urgent Cases

- If the matter is urgent and a scanner is not available, email as many patient details as possible to HHS immediately.
- Ensure that the completed Registration and Consent Form is provided to HHS administrative staff at the earliest possible opportunity.

Summarising Patient Records

It is essential that patient records are summarised and completed within eight weeks. Timely summarisation ensures compliance with the Government Quality Outcomes Framework targets and guarantees that accurate patient information is readily available should a patient schedule an appointment shortly after registration.

Patient notes will be received from the PCSA within a few weeks of registration and must be entered into the EMIS system in a summarised format. Summarising patient notes is a critical task in maintaining accurate and comprehensive patient records. Whenever possible, this task should be carried out by an administrator trained in record summarisation to ensure consistency and quality.

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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.

Deregistration of a patient

Patients may be removed from the practice list for a variety of reasons, including:

1. The patient registers with a new GP.
2. The GP requests that the patient be removed from the list.
3. The patient has died.
4. The patient moves out of the practice area.
5. The patient becomes permanently housebound (with a 12-month lag period).

Verifying patient details

Prior to deduction, you should:

- Confirm the patients full name, address and date of birth
- Where address change documents are received, verify the address directly with the patient by phone
- Ensure that any supporting documentation (e.g. correspondence, forms or PCSE notification) is scanned to the patient record.

Communicating with the patient

When speaking with the patient:

- Clearly explain that the deduction is being processed
- Provide a timeframe for when the deduction is likely to occur
- Confirm that once deducted, the patient's registration will end with they practice and they will need to register with another GP if applicable

Processing the Deduction on Emis

1. Access the patient record
2. Review all open tasks, test results and communication logs to ensure no outstanding clinical actions
3. Complete the deduction process following EMIS and PCSE guidance
4. Record details of the deduction, including date, reason and staff member initials in the patients consultation notes

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De-Registration of Patients via GP Links

De-registration of patients is managed exclusively through the **GP Links** system within EMIS and is the responsibility of practice administrators. The following outlines the methods and procedures for de-registering patients:

Patient Registers with Another GP Practice

When the **Primary Care Support Administrator (PCSA)** informs the practice that a patient has registered with another GP, this information will be sent via GP Links. The practice must:

1. Confirm receipt of the notification.
 2. Return the patient's medical records to the PCSA as requested.
-

Patient Moves Away

If a patient relocates outside the practice's catchment area, the practice must notify the PCSA via GP Links:

1. Navigate to: **Registration > Request Deduction**.
2. Enter **ODPA (Outside Doctor's Practice Area)** in the 'Notes' field along with the patient's new address.

Once processed:

- A **text message** is sent to the patient informing them that they must register with a new GP within **30 days** to avoid automatic deduction from the practice.
- The PCSA will also send a letter requesting the patient register with another GP in their new location.

Special Note:

- If a patient moves abroad permanently and the practice is certain of the move, the patient may be removed from the list immediately.
-

Patient Death

In the event of a patient's death:

1. Inform the PCSA via GP Links and request **immediate removal** from the practice list.
 2. Complete a **communication form** (available in the practice resource file) to ensure all relevant parties are notified appropriately. Notes are kept for 3 months and sent to PCSE.
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Immediate Removal Due to Violence, Aggression, or Other Circumstances

A GP may request the **immediate removal** of a patient from the practice list in cases of violence, aggression, or other extenuating circumstances. In such cases:

- Contact the PCSA directly by phone to discuss the appropriate procedure.

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Note: All de-registration actions must be accurately documented in EMIS and aligned with PCSA protocols to ensure compliance and maintain patient safety.

Post-Deduction Actions

- If the patient has not changed surgeries (e.g. temporary administrative error or reinstatement required:

Ensure the patient's previous online access to medical records is reinstated upon re-registration, provided they have already completed a Subject Access Request form or equivalent.

File or archive all related documentation securely according to data protection policies.

Deduction Verification Checklist

Before completing a deduction, staff must review and confirm all applicable items below.

Checklist Item	Completed (✓)	Notes / Initials
Patient details verified (name, DOB, address) via phone or document check	☐	
Any documents with address change verified with the patient	☐	
Patient informed of deduction process and timeframe	☐	
Patient advised that deductions processed over weekends may not be addressed until the next working day	☐	
EMIS record updated and deduction reason documented	☐	
All open tasks/results reviewed and closed prior to deduction	☐	
Online access reinstated if patient re-registers and SAR form already completed	☐	
Relevant documentation attached/scanned to patient record	☐	
Deduction recorded in audit log (if applicable)	☐	

De-registration is managed by the Practice Administrators.

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Patients may be banned from HHS due to incidents of abusive or discriminatory behaviour, violent or threatening conduct, persistent disruptive or unsafe behaviour, sexual misconduct, or fraudulent or dishonest actions. In most cases, behaviour warnings are issued prior to a ban to provide patients with an opportunity to modify their conduct, unless the severity of the incident warrants immediate action..

When a patient is banned from the service:

- A police crime reference number must be obtained.
- If the patient is fully registered, they will be transferred to the SAS (Special Allocation Scheme) service within 48 hours.
- Prescriptions should be issued for a maximum of 14 days, to allow sufficient time for the patient to arrange an appointment with the SAS service.
- If the patient is temporarily registered, their registered practice must be contacted to initiate the SAS referral.

Patients may return to use HHS services following review and clearance by the SAS service.

Version Control

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