

# Removal from General Practitioner lists

This leaflet explains some of the reasons why you may have been removed from your General Medical Practice.

## About Practitioner Services

Practitioner Services (Medical) provides registration services to NHS patients, GP Practices and NHS Boards.

We maintain the patient lists for all GP Practices and produce letters on their behalf.

These letters advise you of important changes that affect the way you are registered with a GP Practice.

We do not make decisions on the removal of patients from GP Practice lists, but we can help you find a new GP Practice if you experience difficulty in doing so yourself.

We cannot enter into discussion on the decisions reached by individual GP Practices or NHS Boards, nor can we deal with any complaint on their decisions.

This leaflet explains any action you should take.

## Why have I been removed from my GP practice list?

### Has the NHS Board agreed to changes to the area that your GP Practice now serves?

NHS Boards and GP Practices regularly review the Practice Boundary as a result of population changes.

In some instances this can mean a change to the local area covered by a GP Practice.

### Have you moved outwith the area covered by the GP Practice?

Each GP Practice covers a local area and this is known as the Practice Boundary.

If you move home and are outside the Practice Boundary, you may need to register with a GP Practice whose Practice Boundary covers your new address.

### Have you missed a number of appointments?

Keeping your appointments is very important to the smooth running of the NHS.

If you miss a number of appointments and do not contact your GP Practice to cancel or reschedule an appointment, then you can be removed from their patient list.

### Has there been a breakdown in the patient-doctor relationship?

Your current GP Practice is no longer willing to treat you as a patient and may have already advised you of the reason(s) for this.

### Have you been involved in an incident with the doctors, staff and/or other patients?

When NHS staff have reason to believe that your behaviour is unreasonable or you have been involved in an incident with a member of staff at your GP Practice, they can arrange for you to be removed from their patient list.

NHS staff may have also contacted the police, and you will have been advised if this is the case.

### What can I do if I disagree with the GP practice decision?

If you disagree with the decision made, you should contact the Practice Manager at your GP Practice in the first instance.

If you are not satisfied with the response from the Practice Manager, you should contact the NHS Board responsible for the GP Practice.

The NHS has a formal complaints procedure to ensure that all patient concerns are dealt with appropriately.

Details can be obtained from your NHS Board.

## Where can I find further help?

### GP Practice Boundaries

If you have any questions about a Practice Boundary you should contact your NHS Board.

Lists of local GP Practices are available in libraries, the Phone Book and on the NHS24 website: [www.nhs24.com/findlocal](http://www.nhs24.com/findlocal)

If you are having difficulty in registering with a new GP Practice, you should contact Practitioner Services on the regional office telephone number overleaf.

Practitioner Services may also be able to provide a list of GP Practices in your area and confirm whether or not their Practice Boundary covers your address.

### GP Practice Decisions

If you have any questions or concerns regarding the decision to remove you from a GP Practice list, you should try and resolve these with the Practice Manager.

Failing that, you should contact the NHS Board. Your current GP Practice can supply you with contact details.

GM-SD-SF003 v1 (09-2019)

