

Missing / Incomplete
Medical Records Checklist
– Enquiry to GP Practice

Missing / Incomplete Medical Records – Enquiry to GP Practice

Before asking Practitioner Services to instigate a search for missing notes it is important to establish that medical records/notes are actually missing. Please complete the checklist below and return to Practitioner Services.

GP Practice details

Patient Details

Patient Name:

CHI Number:

We would appreciate if you can return the completed form to nss.psdenuiries-general@nhs.scot so it can be triaged and assigned to an operator to start the investigation process

Checklist for GP Practice to complete	Checked	Comments
Has DocMan been checked to establish if the records are held electronically?		
Has the record been back scanned? Please check for a PDF/TIF file within the DocMan record. <i>This will either be filed under the Historical/Clinical/Admin Folder within DocMan. The practice should check all folders and confirm that the back scanned file is not held there.</i>		
Have you checked the full electronic record to confirm it has not been misfiled or archived? (please confirm that you have checked all attachments) Please contact your IT Facilitator if you require any support in checking.		
Have you checked with the patient that there should be records for the period in question Dates: From: To:		
Is it possible the patient did not need to attend a GP practice during the period that the records are missing?		
If the medical records/notes are missing, is there a particular incident or health issue you can provide details of.		
Immunisations prior to 1986 may not be held in the medical record. We are unable to investigate prior to this date. The practice should contact Child Health or the Vaccination Team who can check SIRS.		
Has a check been carried out to see if the paper record could have been misfiled?		
Is this the patient's first registration with a GP practice in the UK? If so, there will be no previous medical records.		

Checklist for GP Practice to complete	Checked	Comments
Has the patient lived abroad? If <u>Yes</u>: When did the patient leave the UK? When did they return? <i>(There will be no records covering the period the patient lived abroad)</i>		
Where in the UK did the patient reside prior to moving abroad? Please provide addresses if possible.		
Was the patient in the Armed Forces and if so, what are the joining and leaving dates? <i>Note: there will be no GP records for the patient during the period they were in the Armed Forces</i>		
What date is the earliest entry in the DocMan record?		

If you have established that records are missing, please provide the following information. If you are unable to provide the requested information, the practice will need to contact the patient.

Please provide any other forenames, previous surnames or middle names?		
Does the patient use a 'known as' name or alternative forename/nickname?		
Please provide the patient's Place of Birth.		
Please list any previous GP practices in the UK (please state the most recent practice first).		

Additional Information

--

Checklist Completion

Practice Name:

Practice Reference Number

Practice Manager's Name

Practice Manager's Signature

Return Form to Practitioner Services Mailbox:

Please return form within 14 days from date of email:

nss.psdenuiries-general@nhs.scot