

GMS Service Delivery De-Registration from GMS practice list - geographical removal of patient

Process number: GM-SD-QP015



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Purpose

This procedure documents how Practitioner Services staff process a deregistration (geographical removal) from a GMS practice list following a request from a GP practice.

Scope

The procedure covers the scenario where the medical practice requests removal of a patient from their list (via fax / post / email). This request is made by a practice after a registered patient changes address and their new address is outside of the practice boundary.

It also covers the scenario whereby a Partners Type 58 rejection transaction is received from the practice.

Reference

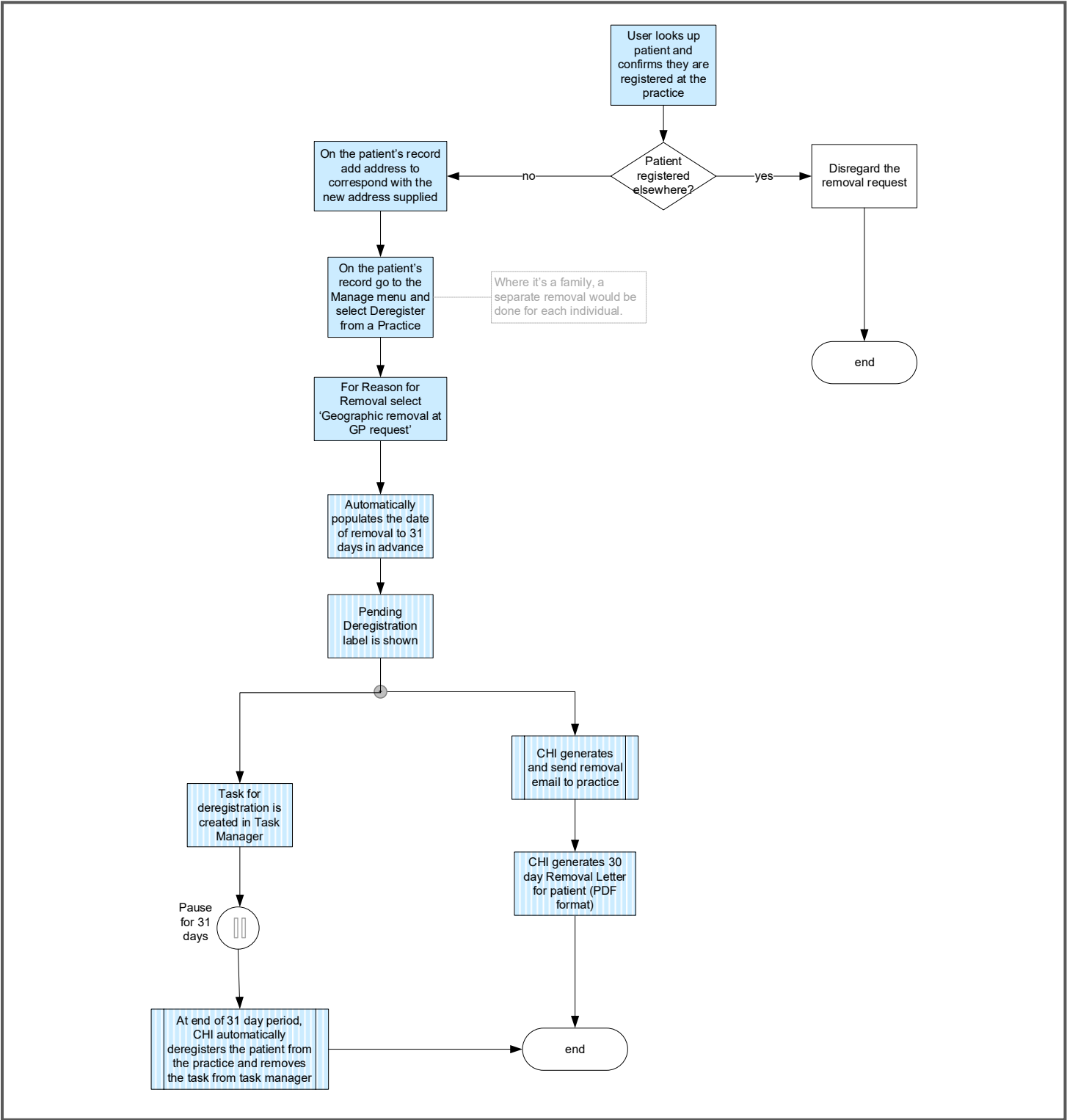
[Documentation that will be needed to assist/complete the process]

Documentation	Location

Documentation

Documentation	Location
None	N/A

Process workflow



Process Title: De-Registration from GMS practice list - geographical removal of patient

Process detail

1. De-registration from GMS practice list – geographical removal of patient

- 1.1. A request is received from a practice asking for a patient to be removed from their list as they no longer reside within the practice area.
- 1.2. User searches for patient record on CHI to confirm they are registered at the practice by selecting the Patients tile and using Identifiers or Patient Demographics to search for the patient (*where the patient is registered elsewhere, inform the practice and disregard the removal request*)

The screenshot shows the 'Community Health Index (CHI)' dashboard for a 'NextGate Administrator'. The dashboard features a grid of tiles for various functions: 'Patients' (highlighted with a yellow border), 'Practices', 'PARTNERS', 'Report Manager', 'Job Manager', 'Codeset Manager', 'Task Manager', 'Access Manager', and 'Management Console'. The 'Patients' tile description reads: 'Add a new patient to the CHI, view a patient's record or update a patient's record.'

The screenshot shows the 'Search for a Patient' form. It has two main sections: 'Using Identifiers' and 'Using Demographics'. The 'Using Identifiers' section includes fields for 'CHI Number' and 'UPRN'. The 'Using Demographics' section includes fields for 'Surname', 'Forename(s)', 'Sex', 'Date of Birth', 'Age', 'First Line of Address', 'Town/City', and 'Postcode'. There are 'Search', 'Advanced Options', and 'Clear Form' buttons. At the bottom, there is a 'Register a New Patient' button.

- 1.3. User to check that there is a correspondence email address for the practice on CHI by selecting the General Practice tab on the patient record, selecting the Current Practice and checking there is a correspondence address

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Community Health Index (CHI)

Home Patients Practices More

Home > Patients > APPLE ORANGES

Back to Search Results

APPLE ORANGES Current

Last Updated: 10/10/2023

CHI Number: 0101701683
Date of Birth: 01/01/1970
Sex: Female
Health Board of Residence: Tayside
Practice Code: 2539(0)

Demographics **General Practice** MRE (2) Comments (0) Associated Records (0) Transaction History

Current Practice

VIEWPOINT MEDICAL PRACTICE
Address: Stenhousemuir Health Centre, Park Drive, Stenhousemuir, FK5 3BB
Practice Code: 2539(0) Phone Number: 01324 552200 Date of Acceptance: 08/09/2023

Current General Practitioner

GP Reference Number	GP Date of Acceptance
T5636(7)	08/09/2023

Previous Practices

Practice Code	Reason for Deregistration	Start Date	End Date
2539(0)	Deceased	08/09/2023	08/10/2023
1109(6)	To new Practice	28/06/2023	08/09/2023

Community Health Index (CHI)

Home Patients Practices More

Home > Practices > 2539

Back to Previous Record

VIEWPOINT MEDICAL PRACTICE

Health Board: Forth Valley
Practice Code: 2539(0)
Type: 17
Phone Number: 01324 552200
Email: MARIE.JOYCE@NHS.NET

Practice Summary **General Practitioners** Bulk Transfer

Practice Details

Field	Value
Name	VIEWPOINT MEDICAL PRACTICE
Type	17
Address	VIEWPOINT MEDICAL PRACTICE, STENHOUSEMUIR HEALTH CENTRE, PARK DRIVE, STENHOUSEMUIR, FK5 3BB
Phone Number	01324 552200
Email Address	MARIE.JOYCE@NHS.NET
Correspondence Email Address	8702ae6b-1342-4b0d@nhs.scot
Open Date	01/08/1995
Close Date	
List Closed From	
List Reopened From	
Merge/Split Details	
Practice Sub-Type	
Practice Area	

Surgeries

Address	Phone Number	Open Date	Close Date
VIEWPOINT MEDICAL PRACTICE, STENHOUSEMUIR HEALTH CENTRE, PARK DRIVE, STENHOUSEMUIR, FK5 3BB	01324 552200	01/08/1995	
CARRONSHORE CLINIC, 1 KINGCARDBINE ROAD, CARRONSHORE, FK2 8AE	01786 553278	01/04/1990	31/03/2014
FAULKIRK CLINIC, 2 DAVID'S LODGE, FAULKIRK, FK2 7NR	01324 20511	01/04/1990	31/03/2014

- 1.4. Where the new address is known for the patient this can be updated on the 'Demographics' tab of the patient record. User clicks 'Add Address' and completes the 'Address' and 'postcode' fields, click on 'search address' to validate the address using addressbase, then select ok.
- 1.5. Where the patient is registered with the practice, click on 'Manage' and select the function 'Deregister from a Practice' (where it is a family, a separate removal is done for each removal)
- 1.6. Select a value for Reason for Removal as 'Geographical removal at GP request' and Date of Removal will automatically be proposed for 31 days later, then select OK.
- 1.7. The system will automatically display a 'Pending Deregistration' label at the top of the screen.

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Community Health Index (CHI)

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NextGate Administrator Manage Print

ABIGAIL THOMSON **Current Pending Deregistration** Last Updated: 13/04/2023

CHI Number: 0101575084
Date of Birth: 01/01/1957
Sex: Female
Health Board of Residence: Tayside
Practice Code: 12390

Demographics General Practice MRE (0) Comments (0) Associated Records (0) Transaction History

Demographics

Field	Value
Date of Birth	01/01/1957
Sex	Female
Health Board of Residence	Tayside
NHS Number	
Reason for Record Creation	
Confirmed Date of Birth Indicator	
Multiple Birth Indicator	Single Birth
Country of Birth	
Place of Birth	
Date of Deregistration	
Reason for Deregistration	
Date of Death	
Date Death Recorded	
Source of Death	

Names

Type	Value	Start Date	End Date
First Forename	ABIGAIL		
Surname	THOMSON		

Addresses

Type	Value	Start Date	End Date
Home	NINWELLS HOSPITAL, DUNDEE, DD1 9SY		

Codes & Indicators

Field	Value
Nhs Area Code	
Old Area Code	
Institution Code	
Notes of Interest	923C

- 1.8. The system will automatically generate and send an email '30-day removal email to practice' to the medical practice
- 1.9. The system will automatically generate and issue a '30-day removal letter' to patient
- 1.10. The system will generate a deregistration task in Task Manager. (To view, go to home, select the Task Manager tile or by selecting the 'More' tab and then the function 'Task Manager'; select task type 'Deregister patient from practice'/ put CHI number in Identifiers, select filter, select patient from list using CHI number as identifier)

Community Health Index (CHI)

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NextGate Administrator

Task Manager

11 tasks have been found.

Task Type	Task Step	Create Date	Summary	Identifiers	Assignee
Deregister Patient From Practice	Review Deregistration	18/10/2023 11:02 AM	Geographical removal at GP request	270201194	Unassigned
Deregister Patient From Practice	Review Deregistration	11/10/2023 12:05 PM	Geographical removal at GP request	809002001	Unassigned
Deregister Patient From Practice	Review Deregistration	09/10/2023 10:25 AM	Removed at patient's request	881270048	Unassigned
Deregister Patient From Practice	Review Deregistration	09/10/2023 10:23 AM	Geographical removal at GP request	1320001333	Unassigned
Deregister Patient From Practice	Review Deregistration	26/08/2023 10:57 AM	Removed at GP request	2210000001	Unassigned
Deregister Patient From Practice	Review Deregistration	09/08/2023 2:56 PM	Removed at GP request	3000001547	Unassigned
Deregister Patient From Practice	Review Deregistration	30/08/2023 4:38 PM	Removed at patient's request	1312111143	Unassigned
Deregister Patient From Practice	Review Deregistration	30/05/2023 3:30 PM	Removed at patient's request	1707070812	Unassigned
Deregister Patient From Practice	Review Deregistration	10/05/2023 3:44 PM	Removed at GP request	1010001043	Unassigned
Deregister Patient From Practice	Review Deregistration	10/05/2023 1:39 PM	Removed at patient's request	1304011605	Unassigned
Deregister Patient From Practice	Review Deregistration	09/05/2023 10:07 AM	Removed at GP request	2003001320	Unassigned

Tasks per page: 200

Filters

Identifiers

add an identifier

Assignee

add an assignee

Filter Clear Save

- 1.11. The system will automatically deregister the patient record and send the deduction to the GP Practice after the timed deregistration period is complete if the patient has NOT registered with another medical practice or has been deregistered for any other reason in the interim period e.g. a death notification applied to their record.
- 1.12. The system will automatically update the following fields on the demographic tab: 'Reason for Deregistration' recorded as Geographical removal at GP request and 'Date of Deregistration' is applied to the Patient record.

2. Cancellation of a request

- 2.1. If a request is received from a practice via fax/post/email to cancel a recent removal request, user searches for patient record on CHI to confirm they are registered at the practice by selecting the Patients tile and using Identifiers or Patient Demographics to search for the patient (where the patient has already been removed from the practice list, user to inform the practice that the patient is already deregistered and disregard the removal cancellation request)
- 2.2. Where the patient is registered with the practice and has a 'pending registration' at the top of the patient record screen, user to go to Task Manager by selecting the 'Task Manager' tile from the main menu or by selecting the 'More' tab and then the function 'Task Manager'
- 2.3. Select task type 'Deregister patient from practice' OR put CHI number in Identifiers, select filter, select patient from list using CHI number as identifier.
- 2.4. If the removal task was generated the same day and it is before 5pm, the user should take a note of the CHI number and task 'create date' information. The user should email this information to nss.dataquality@nhs.scot to request the letter be deleted before going to post. If the request to cancel is being processed after 5pm on the day the removal was actioned or on a later date, ask the practice to notify the patient to disregard the letter.
- 2.5. User to select 'Discard' to remove the Pending Deregistration