

GMS Service Delivery

De-registration from GMS practice list (reason Q & GANA) - immediate removal of untraced patient

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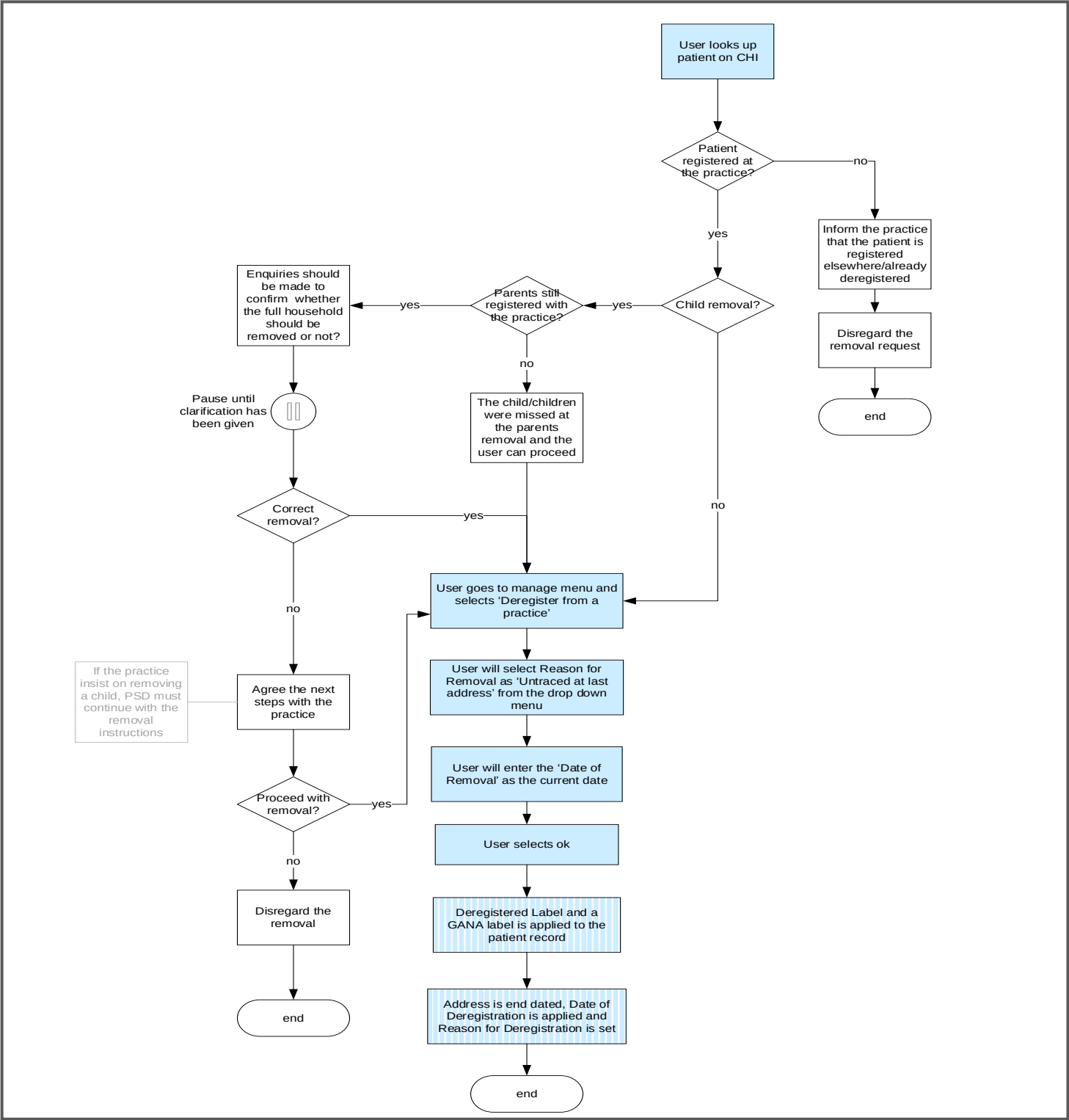
Purpose

This procedure documents how Practitioner Services staff process a deregistration (immediate removal of untraced patient) from a GMS practice list following a notification received from a GP practice or from screening.

Scope

The procedure covers the scenario where a notification is received from the medical practice requesting the removal of a patient from their list as the current address is unknown. Also includes the process where a notification is received from screening departments stating that the patient is no longer at their current address.

Process workflow



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1. De-registration from GMS practice list (reason Q & GANA) - immediate removal of untraced patient

- 1.1. A patient is to be removed from GP Practice list as they are no longer resident in the area and the patient's current address. This may be triggered by a request from a practice, notification through returned mail from other departments or as a result of an adverse event where PSD has been notified the patient is no longer resident at the address held on CHI.
- 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/already deregistered, inform the practice and disregard the removal request*)

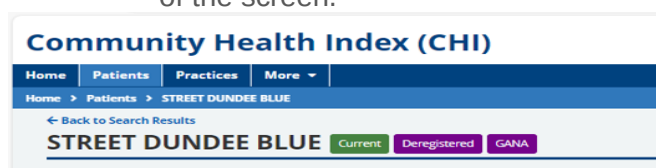
The screenshot shows the 'Community Health Index (CHI)' dashboard for a 'NextGate Administrator'. The dashboard has a navigation bar with 'Home', 'Patients', 'Practices', and 'More'. The main area is titled 'Welcome NextGate Administrator' and contains several tiles: 'Patients' (highlighted with a yellow border), 'Practices', 'PARTNERS', 'Report Manager', 'Job Manager', 'Codeset Manager', 'Task Manager', 'Access Manager', and 'Management Console'. The 'Patients' tile description is '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 has fields for 'CHI Number' and 'UPIN'. The 'Using Demographics' section has 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. Where it is a child removal and the parents are still registered with the practice, user to make enquiries to confirm the reason for the removal of the child/children and whether the whole household is to be removed. If the removal is accurate the user is able to proceed and if inaccurate user to disregard the removal (where no parents are still registered with the practice, it is likely child/children were missed during patient's removal and user can proceed)
- 1.4. User to click on 'Manage' and select the function 'Deregister from a Practice'.
- 1.5. Select a value for Reason for Removal as 'Untraced at last address', Date of Removal is auto populated with the current date, then select OK.

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- 1.6. The system will automatically deregister the patient from the practice list and will display a 'Deregistered' and a 'GANA' (Gone Away No Address) label at the top of the screen.



- 1.7. Following deregistration, the home address is end dated by the system.
- 1.8. The system will automatically update the following fields on the demographic tab: 'Reason for Deregistration' recorded as Untraced at last address and 'Date of Deregistration' is applied to the patient record.

2. Notifications from Screening departments

- 2.1. A notification is received from screening departments (e.g., Bowel screening, Child Health screening) that the patient is no longer at their current address.
- 2.2. User searches for patient record on CHI to confirm whether they are registered at the practice by selecting the Patients tile and using Identifiers or Patient Demographics to search for the patient .
- 2.3. Where the patient is registered with a practice, user to disregard the GANA notification received, notify the requesting department and add the patient details to the undelivered mail exercise.
- 2.4. Where the patient record is demographic only, and the address has not been updated recently, user to end date the address by using the pencil icon against the address.
- 2.5. The system will automatically apply a 'GANA' (Gone Away No Address) label at the top of the screen.