

Date 8 September 2026
Your Ref FOI-2026-3464
Our Ref FOI-2026-3464

Enquiries to [REDACTED]
Email psd.foi@nhs.scot

Dear [REDACTED],

Freedom of Information Reference FOI-2026-3452

I refer to your Freedom of Information (Scotland) Act 2002 (FOISA) request that we received on 13 August 2026 requesting the following information:

- 1. The policy, procedure, guidance or instructions used by Practitioner Services when processing a geographical removal of a patient from a GP practice list.**
- 2. The definition or criteria used to determine whether a patient is eligible to be removed from a GP practice list on geographical grounds.**
- 3. The procedure that a GP practice is required to follow before submitting a geographical removal request to Practitioner Services.**
- 4. The information or evidence that a GP practice is required to provide to Practitioner Services when requesting a geographical removal.**
- 5. Any guidance specifying what information Practitioner Services checks or verifies before processing a geographical removal request.**
- 6. Any policy, procedure or guidance concerning notification to a patient that a geographical removal request has been submitted or processed.**
- 7. Any guidance concerning the position of a patient who is removed from a GP practice list on geographical grounds but disputes the basis for that removal.**
- 8. Any policy, procedure or guidance identifying which NHS body is responsible for assisting a patient who has been removed from a GP practice list on geographical grounds and**

Chair Mr Keith Redpath
Chief Executive Professor Karen Reid

subsequently remains unregistered with a GP.

9. **Any guidance concerning the responsibilities of Practitioner Services where a patient disputes the factual or geographical basis of a removal request submitted by a GP practice.**
10. **Any guidance or procedure concerning circumstances in which Practitioner Services may reject, query, return or seek clarification from a GP practice regarding a geographical removal request.**

After a search of our records Public Services Delivery Scotland (PSD Scotland) can confirm the following:

1. **The policy, procedure, guidance or instructions used by Practitioner Services when processing a geographical removal of a patient from a GP practice list.**

The National Health Service (General Medical Services Contracts) (Scotland) Regulations 2018 provide the policy for patient removal from a GP list. They can be found here [The National Health Service \(General Medical Services Contracts\) \(Scotland\) Regulations 2018](#).

There are 2 sections relating to if someone has moved which are Schedule 6 Part 2 Paragraphs 20 and 21. Paragraph 20 deals with patients who have a new address and 21 deals with patients who have moved and their whereabouts is unknown. The 2 relevant Standing Operating Procedures used by PSD Scotland, Practitioner Services are attached.

- a) GM-SD-QP015 – Deregistration from GMS Practice List – Geographical Removal of Patient
- b) GM-SD-QP016 – Deregistration from GMS Practice List (Reason Q & GANA) – Immediate Removal of Untraced Patient

2. **The definition or criteria used to determine whether a patient is eligible to be removed from a GP practice list on geographical grounds.**

Under [Section 17 of FOISA for “Information not held”](#) PSD Scotland does not hold this information or are we aware of any criteria beyond that outlined in the regulations.

Removals under paragraph 20 will normally be applied when the patient, or someone on the patient’s behalf, have provided information to the GP Practice directly or to another NHS department. Once this is updated on the GP Practice systems the GP Practice will make a decision based on their Practice boundary area whether to update the address and/or remove the patient from their list.

Removals under paragraph 21 will normally be triggered when a patient is uncontactable by the GP Practice or an NHS service, for example post has been undelivered. Once this is updated by the GP Practice, they will make a decision based on their information held. This may include contacting the patient.

3. The procedure that a GP practice is required to follow before submitting a geographical removal request to Practitioner Services.

Under [Section 17 of FOISA for “Information not held”](#) PSD Scotland does not hold this information or are we aware of any specific procedure documented. GP Practices are expected to follow the regulations when managing their registered list of patients.

4. The information or evidence that a GP practice is required to provide to Practitioner Services when requesting a geographical removal.

Practitioner Services does not require any evidence to process a removal request from a GP Practice. The GP Practice is a trusted source of information in relation to the management of their list of registered patients.

5. Any guidance specifying what information Practitioner Services checks or verifies before processing a geographical removal request.

All the information is provided in the Regulations and Processes identified. Practitioner Services will check the national CHI database for any other updates to the patient record, e.g. a new patient registration before processing a removal request but this is not specific to geographical removal requests.

6. Any policy, procedure or guidance concerning notification to a patient that a geographical removal request has been submitted or processed.

All the information is provided in the Regulations and processes identified. Patients being removed under Paragraph 20 are written to and given 30 days to register more locally. Patients being removed under Paragraph 21 and whereabouts unknown are not written to.

7. Any guidance concerning the position of a patient who is removed from a GP practice list on geographical grounds but disputes the basis for that removal.

Under [Section 17 of FOISA for “Information not held”](#) PSD Scotland does not hold this information or are we aware of any criteria beyond that of the regulations. Please note that any patient who is disputing a removal request is directed to the GP Practice to confirm that there has been an error, and the patient may be asked to provide new/current evidence of their address to support their case.

- 8. Any policy, procedure or guidance identifying which NHS body is responsible for assisting a patient who has been removed from a GP practice list on geographical grounds and subsequently remains unregistered with a GP.**

Under Section 17 of the Freedom of Information (Scotland) Act 2002, Public Services Delivery Scotland does not hold this information or are we aware of any policy, procedure or guidance beyond that of the regulations.

Patients who have been notified of the removal are expected to register with a new GP Practice or inform the GP Practice that they have not moved and provide evidence to that effect.

Patients should be able to gain registration with a new GP Practice where they live, if they cannot they can contact Public Services Delivery Scotland for assistance:

[Registering with a GP practice | NHS inform](#)

- 9. Any guidance concerning the responsibilities of Practitioner Services where a patient disputes the factual or geographical basis of a removal request submitted by a GP practice.**

Under [Section 17 of FOISA for "Information not held"](#) PSD Scotland does not hold this information or are we aware of any policy, procedure or guidance beyond that of the regulations or our process which have been provided.

- 10. Any guidance or procedure concerning circumstances in which Practitioner Services may reject, query, return or seek clarification from a GP practice regarding a geographical removal request.**

Under [Section 17 of FOISA for "Information not held"](#) PSD Scotland does not hold this information or are we aware of any policy, procedure or guidance beyond that of the regulations or our process which have been provided.

I hope that you will find this response helpful and if you require any further information, please do not hesitate to contact me using the email address psd.foi@nhs.scot

If you are unhappy with any aspect of how we have dealt with your request, you can make representations to us asking us to review the handling of your request. Please write to the Associate Director Corporate Governance using the email address psd.foi@nhs.scot within 40 working days of the date of this correspondence.

If after a review you are still unhappy, you also have the right to apply to the Scottish Information Commissioner, who can be contacted at Kinburn Castle, St Andrews, Fife, KY16 9DS, or via their [online Appeal form](#).

Yours sincerely,

