

STAINES ROAD SURGERY

PROTOCOL: REMOVAL OF PATIENTS FROM THE PRACTICE LIST

Responsibility: Practice Manager and Admin Team

Patients may be removed from the practice list for the following reasons:

1. Moved away or emigrated
 2. Mail returned 'Gone Away'
 3. Violent or threatening behaviour or previous 'red letter' sent with reoccurrence of unacceptable behaviour.
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1. If staff are informed or become aware that a patient has moved away or emigrated, the Practice manager should be informed to remove the patient via the computer link with the PCT, giving the reason. The paper records will be requested by the PCT in due course.
 2. If mail is returned marked 'Gone Away' or similar, the records should be checked for a more recent address or if there is a telephone number on record, the patient should be contacted. If attempts at identifying a new address or contacting the patient are unsuccessful, action should be taken as for 1.
 3. If a patient is violent or uses threatening behaviour, immediate removal will be actioned. The Practice Manager should be informed and a problem report completed by the team member involved. The PCT will then be contacted and:
 - a) if the Police have been called - removal will be effective immediately.
 - b) if the police have not been called - removal will take place in 7-8 days. If the patient requires urgent medical treatment in the meantime, the Practice Manager should be informed to enable steps to be taken to ensure the safety of the healthcare professional.

If a patient has previously been sent a 'red letter' for unacceptable behaviour and there is a reoccurrence, a problem report should be given to the Practice Manager. She will then write to the patient informing them that they should find another doctor within the next 21 days as they will be removed from the list and giving details of the PCT to assist them in finding another doctor.