

# A guide to patient registrations

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# Registering new patients

Whilst all clinical systems are slightly different, we have pulled together some hints and tips to help ensure patients are registered at practices as smoothly as possible.

- 1 When a patient registers with your practice, please check that they have completed the GMS1 form in full.
- 2 When completing the registration on your clinical system, please ensure that you input all details provided on the GMS1 form. In particular, please ensure the following fields are complete:
  - **Birthplace**
  - **Current home address including the postcode**
  - **Previous home address (where applicable) including the postcode**
  - **Previous names (if any)**

Entering all of the information makes it easier for both the practice and PCSE to trace the patient on Spine and therefore reduces the amount of registrations being rejected.

- 3 When searching for a new patient using your clinical system it is important to use the exact details provided by the patient as there may be two or more patients with very similar details. Please be careful to select the right patient from the clinical system, as this will help to prevent NHS numbers and/or records being duplicated or merged.
- 4 To ensure all patient registrations are processed efficiently, we recommend that the free text field (also called 'additional notes' on some clinical systems) isn't always used. The free text field is not mandatory and if text is entered this can stop the registration going through the system automatically, resulting in manual intervention at PCSE. This can delay the registration slightly as it will only be processed fully once the PCSE team have reviewed and actioned it.

Here are some widely used examples of where free text is submitted but isn't required:

**“Identification seen”**      **“New registrations”**      **“New Birth/Baby”**  
**“GMS1 Signed”**      **“Passport/Marriage certificate/ID seen”**

Example of how the free text field could be used:

We would recommend that the free text field is used on the clinical system for any additional information that would support and assist in tracing a patient, or if re-registering a patient under 'Choice of GP' e.g. where your practice agrees to maintain the patient on their list but is not providing home visits.

- 5 Patients moving to your practice from Northern Ireland and Scotland should be treated as a normal transfer in, as if they were moving from a practice in England.
- 6 The NHS number for new babies should always be provided. When registering new babies it is important to use the 'forename' and 'surname'. Often babies are registered with the word 'baby' and 'surname' which can lead to the incorrect NHS number being allocated to the baby.
- 7 Most registrations are processed automatically. Sometimes, registration requests fail the automatic checks. This could be for a number reasons such as the personal information provided doesn't match the information held on Spine, or where free text notes are included inappropriately. When a request fails the automatic checks, it will then need to be processed by PCSE manually. In these cases, PCSE will contact the practice to request the required information, which is required within 10 days of the registration being originally received. If PCSE doesn't receive the required information by day 10, then the registration will be rejected detailing the information still required.

## Removing patients

To request the removal of a patient from your practice list, please complete the form which can be downloaded from the PCSE website at:

[www.pcse.england.nhs.uk/services/registrations](http://www.pcse.england.nhs.uk/services/registrations). Then email the completed form to [pcse.patientremovals@nhs.net](mailto:pcse.patientremovals@nhs.net).

This form and email address should be used for immediate removals (patients who need to be referred to the Special Allocation Scheme) and for standard eight day removal requests.

For immediate removals, the incident must have been reported to the police and a police incident number needs to be provided to PCSE within seven days. Immediate removal requests will be processed within 24 hours of receipt of the form.

## How to cancel a deduction request

If you need to cancel a patient deduction request which you have sent to us via your clinical system, please note that removing the flag on your local clinical system *will not* update the request into PCSE.

To inform PCSE that you need to cancel a patient deduction request, please either email the registrations team at: [pcse.registrations-preston@nhs.net](mailto:pcse.registrations-preston@nhs.net) putting 'Cancellation of deduction request' in the email subject line, or call PCSE on **0333 014 2884** and select option 6.

## Patient removals and the FP69 flag

As part of the services we provide, PCSE regularly writes directly to patients (for example through our screening administration, new patient registration, and practice merger and closure programmes).

In line with current procedures, if a letter is returned to PCSE as the patient has moved house, we are required to raise an FP69 flag on the NHAIS system. This will update the GP practice's clinical system. The practice should then check the address directly with the patient, and confirm or update the address on their clinical system. If a practice is not set up to receive FP69s through a GP link, PCSE will post a paper version of the FP69, also known as a 'Green card' to the practice to inform them. The practice should complete the green card and post back to PCSE. If PCSE doesn't receive confirmation from the practice (via the link or green card) that the patient is either still at the address or at a new address within 6 months of the FP69 flag being raised, the patient will then be removed from the GP's patient list.

If the letter is returned to us as 'moved abroad' or 'deceased', the appropriate action would be taken to deduct the patient from NHAIS as O/R (other reason).

## Discrepancies on list size

If there is a discrepancy between the list size PCSE holds for a practice and that shown on the practice's clinical system, we recommend this is reviewed following a quarter end period. In the first instance please send details of the query to PCSE's data quality team who will review and assist, at [pcse.dataquality@nhs.net](mailto:pcse.dataquality@nhs.net).

If you believe there is a discrepancy between the list size on your clinical system compared to the PCSE system please provide current capitation and your practice code to PCSE's data quality team at [pcse.dataquality@nhs.net](mailto:pcse.dataquality@nhs.net). We will then review and advise of the next actions accordingly.

## Changing clinical system supplier

If you are changing your clinical system supplier please email [pcse.dataquality@nhs.net](mailto:pcse.dataquality@nhs.net) one week before the change takes place so that we can arrange to turn the GP links off.

In your email please include:

- **a point of contact at your practice so PCSE can contact you by email or telephone when the GP links are turned off and back on**
- **your practice code**
- **the date you want the links to be turned off, and the date that the links need to be turned back on**
- **the name of the new system supplier**
- **a new DTS mailbox address (your new system supplier should be able to provide this)**

PCSE will confirm the highest transaction number. This will need to be passed on to your new clinical system supplier so that they can increase the practice transaction numbers to prevent duplications occurring, which can happen in the process of changing systems.

## **New GP code when moving practices**

When a GP moves to a new practice, a new GP code will be issued to them as part of the performers list change notification process. The new code will be provided on the change notification confirmation letter the GP will receive by post. Please do not use a GP's old GP code when they move to a new practice. This would result in new patient registrations being assigned to the previous practice, and the patient's medical records would be sent to the previous practice. Details on the performers list change notification process can be found on the PCSE website at

[www.pcse.england.nhs.uk/services/performers-lists](http://www.pcse.england.nhs.uk/services/performers-lists).

## **Setting up a practice pooled list**

PCSE is responsible for checking that any partners who have left a practice have had their patients redistributed to other GP's at the practice. This is part of the performers list change notification process.

A simple way for practices to manage this is by setting up a pooled list. This means that the patients are no longer allocated to a specific doctor and there is no need for the patient split to be communicated each time a partner leaves. To set up a pooled list, please email PCSE at [pcse.performerlists@nhs.net](mailto:pcse.performerlists@nhs.net).