Annex 22 B 7.1 – 6

Standard patient communication from PCSE

Primary Care Support England

PO Box 350

Darlington

DL1 9QN

Name and Address

Date

|  |
| --- |
| **This letter contains important information. Please keep it as it contains the contact details you will need to access GP healthcare.** |

Dear [Patient Name]

Following the incident that took place at [name of practice] on [date], you have been removed from the practice’s list of patients. A GP practice can ask the NHS to remove a patient from its list following any incident that has been reported to the police. This is to ensure that GPs and other practice staff can care for their patients in a safe environment.

You should not contact or visit [name of practice] as the practice is no longer responsible for your care. As a result of the incident, you will be added to the patient list at an alternative, specific GP practice. Please do not go to another local practice asking to sign on to their list. They will not be able to help you. This letter explains what you need to do now so you can get a GP or nurse appointment when you need it. NHS England has a responsibility to ensure that all patients can access good quality GP services and that patients are not refused healthcare following incidents that are reported to the police. It works with the ‘Special Allocation Scheme’ – a scheme which provides patients with GP services in a supported environment. You have been added to the patient list at a practice that is part of the Special Allocation Scheme.

|  |
| --- |
| Scheme details |

The need for you to be registered with the scheme will be reviewed every 12 months. If there are no further incidents where your behaviour is felt to be threatening or aggressive you will be able to register at a GP practice of your choice.

The enclosed information sheet provides more information about the Special Allocation Scheme and details of how you can appeal, or complain, about the decision made to remove you from the patient list at [name of practice]. If you have any questions about the arrangements that have been made for your care, please use the details provided in the enclosed information sheet.

I hope that you will be able to form a good relationship with the GPs and practice staff who are now responsible for your care.

Yours sincerely

Registrations Department

Primary Care Support England

**Special Allocation Scheme – Information for patients**

**Why has my GP practice been allowed to immediately remove me from their list of patients?**

It is important that practices can maintain a safe environment for their patients and all staff working in the practice. NHS Regulations[[1]](#footnote-1) allow a GP practice to immediately remove a patient from their list following any incident where a GP or member of practice staff has feared for their safety or wellbeing, resulting in the incident being reported to the police.

**What is a Special Allocation Scheme?**

Special Allocation Schemes were created to ensure that patients who have been removed from a practice patient list can continue to access healthcare services at an alternative, specific GP practice.

**I disagree with the decision to remove me from my practice and place me on the scheme. Can I appeal?**

The decision to remove you from the patient list at [name of practice] and place you on a Special Allocation Scheme was made in accordance with NHS regulations1. Your registration on the scheme will be reviewed every 12 months. Until then, you must remain with the specific GP practice on the scheme unless you believe you have been registered by mistake, or the incident on [date] did not occur. In which case, you may appeal the decision within 28 days of the date of this letter, by writing to the Commissioner addressing it to the Special Allocation Liaison Team. Details of how to contact them are below:

|  |
| --- |
| Commissioner Details |

Note: The NHS England complaints team at our customer contact centre (CCC) can not deal with your appeal, this is done by the local commissioner whose details have been provided above. If you wish to complain about the appeals process, this can not be investigated until the appeal has been heard and a decision reached. In order to deal quickly and effectively with any subsequent complaint you may have, we would advise waiting for the decision of your appeal before making contact with the CCC.

**The practice you are asking me to attend is further away than the GP practice I used to go to. How do I get there and will you pay my travel costs?**

Special Allocation Schemes often cover a wide geographical area so you may have to travel further than usual to attend an appointment. You are responsible for making your travel own arrangements and paying any fares /costs to get to your appointment.

**I am still unhappy about the decision to remove me from my existing practice. How do I complain?**

If following any appeal against your removal from the patient list at your previous GP practice you remain dissatisfied, you can make a complaint about the **appeals process**. If you decide to complain it is important to clearly explain why you believe the correct process has not been followed. Whilst your complaint is being investigated you must remain registered with the scheme.

You can complain:

**By post to:**

**NHS England**
PO Box 16738
Redditch
B97 9PT

**By email to:**england.contactus@nhs.net

If you are making a complaint please state ‘**Complaint’** in the subject line.

**By telephone: 0300 311 22 33. Please note - if you decide to complain by phone, the advisor will not have access to your records or details of the incident that resulted in your removal from the surgery.**

1. The National Health Service (General Medical Services Contracts) Regulations 2015 and the The National Health Service (Personal Medical Services Agreements) Regulations 2015 [↑](#footnote-ref-1)