

Hook Surgery

Procedure for removing a patient from the practice list

It is extremely rare that any patient will be asked to leave the practice list. However, as detailed in the Practice policy 'for dealing with violent and aggressive patients', this Practice has adopted a zero tolerance policy towards violence and aggression in the surgery.

If a patient acts in a violent or aggressive manner the incident will be carefully recorded and treated as a 'significant event' and will be reviewed by the Partners and the Practice Manager. The incident will be reported to the PCT.

If the decision is taken that the incident warrants exclusion from the practice list then a letter will be sent to the patient explaining that his/her behaviour is considered inappropriate and has led to his/her exclusion from the list. The patient will be advised as to how they may register with another practice. A copy of this letter will be sent to the Primary Care Trust and the Primary Care Agency, for their information. As the practice now shares a building with another practice the other surgery will also be informed of the action to exclude a patient who has enacted violent or aggressive behaviour in the building.

In very rare circumstances it may be necessary for the Practice to warn a patient that his/her behaviour is becoming unacceptable and that if there is no improvement may ultimately lead to his/her removal from the list. In such circumstances the Practice will write to the patient inviting them to meet with a Partner and the Practice Manager to discuss the behaviour that is causing a problem. A plan will be developed to ensure that each party is aware of their responsibilities and the standards of behaviour expected.

With the permission of the patient it would also be possible to involve the Patient Advice and Liaison Service (PALS) of Kingston NHS in such a meeting to support the patient and help resolve the issues

Family members

When a decision is made to remove a patient from the practice list, the removal may be extended to other members of the family or household. This will be decided on a case by case basis. If so decided the Practice Manager will write to the patients to inform them of the decision. In this case the patient may be given 4 weeks to re-register rather than being removed from the practice list immediately.

Out of the practice area

On notification that a patient is no longer living within the practice boundary consideration will be given to the patients' treatment programme and distance from the practice boundaries and a decision made as to whether to ask them to re-register with another practice is in their best interests

If applicable a letter will be sent to the patient advising of the need to re-register with another practice within the next 30 days.

If the patient has not re-registered, or contacted the surgery within a 30 day period they will be removed from the practice list.

Patient has moved abroad

On notification that the patient has moved abroad the patient will be removed from the practice list 3 months after that notification.

DNAs

If a patient fails to attend a pre-booked appointment on 3 occasions in the last year, they may be sent a warning letter advising them of this fact and asking for co-operation in keeping future appointments.

The Practice may contact The PALS service for mediation and assistance in setting up a 'contract' with the patient detailing expectations on either side.

If the patient consistently fails to booked appointments the practice will discuss whether the patient should be removed from the list. The Practice Manager will write to the patient to explain the reasons for removal.

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