

Removal of patients from your registered list.

The main pathways for a general practice top remove a patient are summarised as a flow chart in [Annex A](#).

The number in each section refers to Schedule 3 of the [National Health Service \(General Medical Services Contracts\) Regulations 2015](#) as amended. There are equivalent paragraphs in the Primary Medical Services regulations. Alternative Providers of Medical Services (APMS) contracts are individual but are likely to include the same clauses.

- 1) [Removal on reasonable grounds](#)
- 2) [Removal of violent patient](#)
- 3) [Removal of patient registered elsewhere](#)
- 4) [Removal of patient who has moved out of practice area](#)
- 5) [Removal of patient whose address is unknown](#)
- 6) [Removal of patients for other reasons](#)

1. Removal on reasonable grounds (24)

- 1.1 A practice can remove any patient if they have any reasonable grounds. The reason is determined by the practice but must **not** relate to relate to the person's:
 - age,
 - appearance,
 - disability or medical condition,
 - gender or gender reassignment,
 - marriage or civil partnership,
 - pregnancy or maternity,
 - race,
 - religion or belief,
 - sexual orientation or
 - social class.
- 1.2 The practice should normally advise the patient of the specific reason in writing but where there has been an irrevocable break down in the patient practice relationship and it would not be appropriate to give a more specific reason the notice can just refer to the breakdown.
- 1.3 The regulations require that normally the patient should have been given a warning within 12 months prior to the removal that they could be removed from the list and the reason, but
 - This is not required if the warning could affect the patient's physical or mental health.
 - This is not required if the warning could put any member of staff or anyone else at the practice at risk.
 - The regulations DO NOT require the warning to be in writing, but you should keep a record if verbal.
 - The regulations DO NOT require a repeat in the initial incident or behaviour before removing a patient. The patient can be warned that the practice is considering removal and why and the practice can then make a decision to remove the patient.
- 1.4 To remove the patient the practice needs to email the PCSE using the [online form](#) and the patient will be removed on the eighth day after the date of this notice or before if they register with a different practice.

- 1.5 The PCSE will confirm the removal in writing to both the practice and patient.
- 1.6 The practice must keep a written record to include:
 - The date that a warning was given, or the reason why no warning was given.
 - The reason and circumstances of the removal.
 - If the patient was just advised due to breakdown in relationship the reason why.
- 2. Removal of Violent Patient (25)**
 - 2.1 If a patient has acted violently or behaved in such a way that practice staff or anyone else in the practice has feared for their safety a patient can be removed from the list with immediate effect.
 - 2.2 The practice must report the incident to the police and request an incident number.
 - 2.3 The practice should contact PCSE by phone (0333 014 2884), email (pcse.immediateremovals@nhs.net), or [online form](#). If you phone, then the practice should also put the request in writing within seven days using the email or online form.
 - 2.4 A practice can also require a patient to be removed immediately if after registration they discover that the patient had been removed from another practice for being violent etc (unless they had been discharged from a Violent Patient Scheme due to no longer being consider a threat, or the patient had successfully appealed their allocation).
 - 2.5 The removal happens at the time of the telephone call or email to the PCSE.
 - 2.6 The practice must record any removal of a violent patient and the circumstances in the patient record.
 - 2.7 Remember you are required to notify the CQC of any incident where the police have been involved.
 - 2.8 The practice should also consider whether to involve safeguarding or other agencies, if, for example, children may be involved.
- 3. Removal of patient registered elsewhere (26)**
 - 3.1 If the PCSE becomes aware that a patient has been registered with a general practice or equivalent within England re elsewhere then the patient will normally be removed from the list from the date that they have registered.
 - 3.2 The PCSE must inform the practice in writing of the removal.
- 4. Removal of patient who has moved outside of practice area. (27)**
 - 4.1 When the PCSE becomes aware, or is advised by a practice, that a patient no longer lives in the practice area it must tell the patient that the practice is no longer obliged to visit and

treat them and that they must either gain agreement from the practice that they can remain registered with them, or apply to register with another practice.

- 4.2 The PCSE must otherwise remove the patient from the practice list after 30 days.
- 4.3 If the practice chooses to continue to register the patient they can do this either under standard arrangements, or under regulation 30

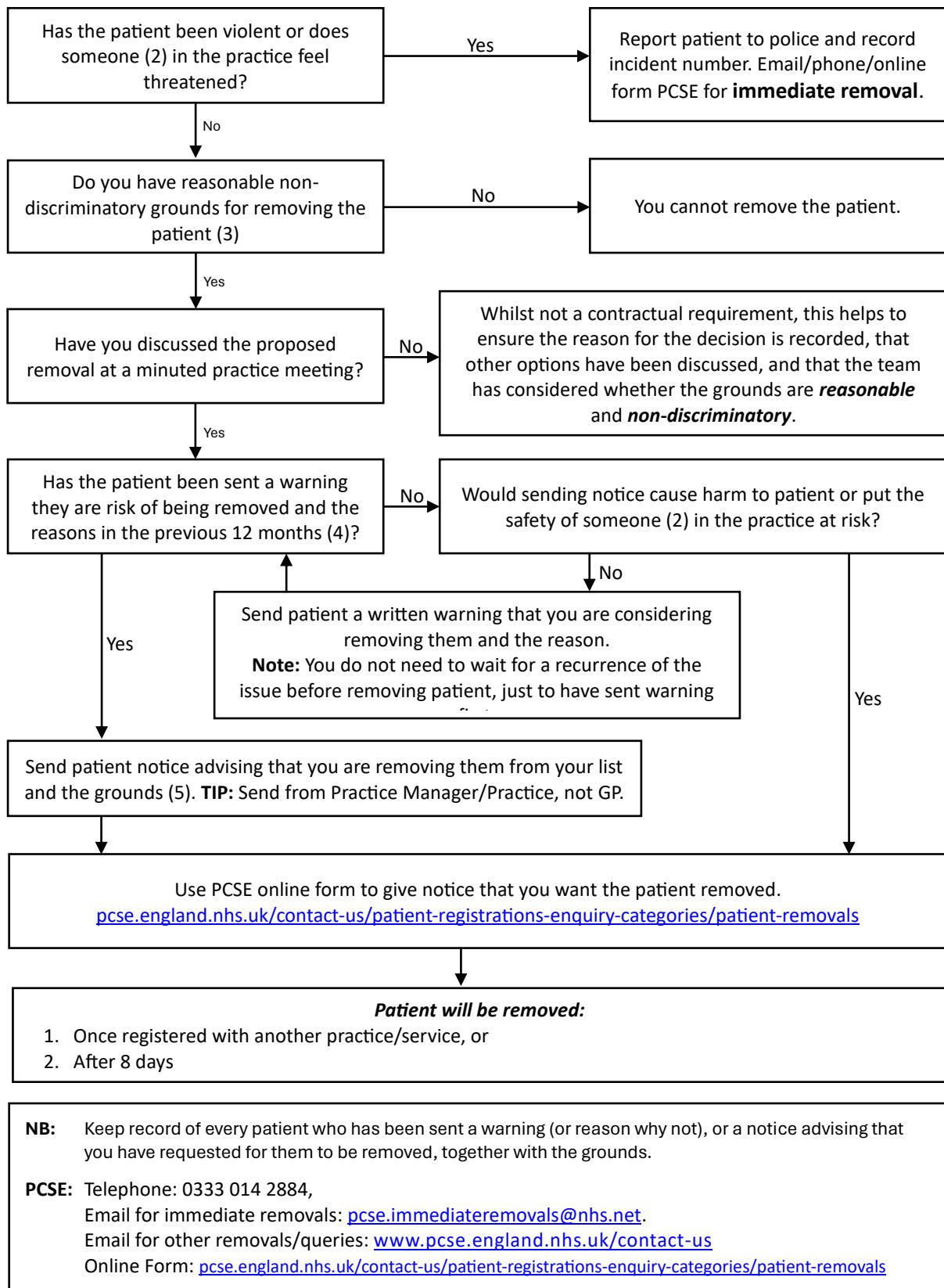
5. Removal of patient whose address is unknown (28)

- 5.1 If the address of a patient is unknown the PCSE must give the practice 6 months' notice that they will remove the patient unless the practice can satisfy the PCSE that they are still providing services to the patient.

6. Removal of patients for other reasons (29)

- 6.1 The PCSE will remove patients if:
 - They plan to stay away or have already been away from UK for at least 3 months.
 - They are in the armed forces (except for a period of up to 2 years if the patient is living or working in the practice area and with the authorisation of the Defence Medical Service ([19](#))).
 - In prison for at least 2 years.
 - They have died.

ANNEX ONE: FLOW CHART: REMOVING A PATIENT BY A GENERAL PRACTICE (1)



- 1 This flow chart is compliant with Subsections 24 and 25 of Schedule 3 of The National Health Service (General Medical Services Contracts) Regulations 2015 as amended.
- 2 Includes any clinical, management or admin staff working at the practice or any visitor/patient.
- 3 Grounds must not relate to the person's age, appearance, disability or medical condition, gender or gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sexual orientation or social class.
- 4 Once warning notice has been served; a patient can subsequently be removed on the same grounds as the notice at any time in the following (no repeat offending needs to occur).
- 5 If due to breakdown in relationship, and inappropriate to give more specific reason just state 'breakdown in relationship'.