

GP Support Unit

Standard Operating Procedure

Deductions

Version 1.0

Version	1.0
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Ratified By	Quality Assurance Group (QAG)
Date Ratified	16/11/2022
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Implementation Date	November 2022
Last Review Date	N/A
Next Review Date	October 2025
SOP Owner	GPSU Patient Record Team Leads
Accountability	GPSU Manager & GPSU Clinical Director

Version Control Summary

Version	Date	Author	Comment
1.0	October 2022	Kirsty West & Janice Brazier	Original

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1. Background

The reasons for removing a patient could include that the patient has moved outside of the practice catchment area; a patient has chosen to change their practice; significant breakdown in relationship between patient and practice or; the patient has died.

2. Purpose

The purpose of this Standard Operating Procedure (SOP) is to detail the steps required to remove a patient from the practice list.

The procedure is set out to:

- Standardise the process for deducting a patient from a practice list
- Set out the process for deducting patients from the practice list.

3. Scope

This SOP relates to GPSU administrative staff who are involved in the process of removing a patient from a practice list. This SOP will not cover any clinical actions.

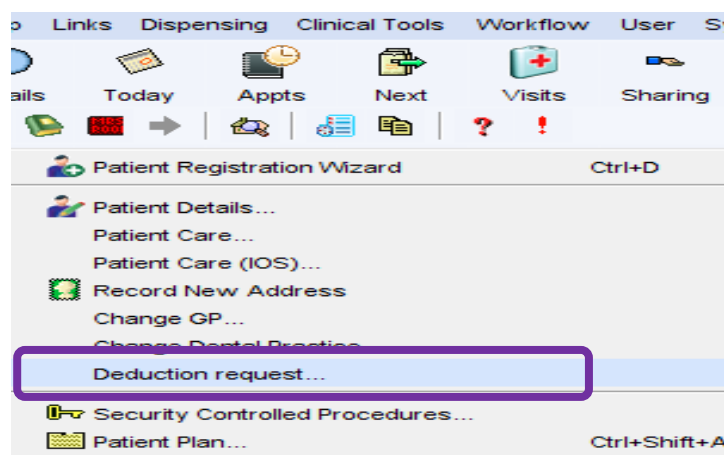
4. Deduction process within Systmone

Retrieve the patient record in SystmOne of the patient who needs to be deducted from the practice list.

Select 'Patient' on the top left-hand side of the screen. Followed by 'Patient Maintenance'



Select 'Deduction Request'



Check the details and select 'Next Step'

Patient Deduction Request

Step 1: Select patient

Patient Use current patient
 Use another patient

Search...

Next Step

Reset Cancel

Select the correct option from the drop down as to the reason for the deduction:

- Death
- Embarkation – Where a patient has moved abroad for a period of 3 months or more
- Left Area – patient has moved outside of the catchment area

Patient Deduction Request

Step 1: Select patient

Patient Use current patient
 Use another patient

Search...

Next Step

Step 2: Select reason for deduction

Deduction reason (Please select one)

(Please select one)
 Death
 Embarkation
 Left area

Next Step

If 'left area' ensure to put the correct address into the 'Deduction comments'
 Select 'deduction date' and enter any required deduction notes. The deduction date will be the date which the patient record coordinator is completing the Systmone request.

Patient Deduction Request

Step 1: Select patient

Patient Use current patient
 Use another patient

Search...

Next Step

Step 2: Select reason for deduction

Deduction reason Left area

Next Step

Step 3: Select deduction date

Date [Date] Date is approximate

Next Step

Step 4: Notes

Deduction comments

Submit Deduction Request

Reset Cancel

Click on 'Submit Deduction Request'
Save the patient record.

5. Sending request to Primary Care Support England – PCSE (Health Authority (HA))

Once the patient record has been saved, a request will automatically be sent to the PCSE (HA) for the deduction.

Once accepted, the PCSE (HA) will send a deduction through the 'New Links' within Systmone and the below process should be followed.

- Go to Medical Records In / Out within Systmone
- Select Lloyd George envelope and corresponding label
 - Note the labels are sent weekly from PCSE in (notes) BAG ready for the deductions made the previous week.
- Select patient
- Right click to retrieve patient information
- Select Yes to 'Do you want to add new data'
- Enter read code "FP22" and Select as the appropriate option
- Go back to patient record and print selected records
- Select relevant option i.e., print and save to file
- Do you want to change the status of selected medical records to 'No Medical Records' – Select Yes
- Find the record in downloads and once record is printed the patient's name will be automatically removed from the screen
- Place the record into envelope ready for collection.

6. Review

This procedure will be subject to review every three years, or, in light of any changes to National Standards or Trust Policy.