

## **GP Support Unit**

# **Standard Operating Procedure New Patient Registrations**

**Version 1.0**

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## 1. Background

Practices have a contractual duty to provide emergency and immediately necessary treatment. This is free of charge for everyone.

This SOP should be read in conjunction with the ELFT 'Patient Registration Policy'.

## 2. Purpose

This Standard Operating Procedure (SOP) has been written to:

- Ensure that all patients are registered in a consistent way and within agreed timescales
- Ensure that the responsibilities for new patient registrations is understood

## 3. Scope

This SOP applies to administrative staff within the GPSU who support in the process of registering new patients. The following process only includes GPSU administrative activities and for any clinical actions refer to the local clinical procedure.

## 4. New Patient Registration Requests:

Patients over the age of 16 years:

### Online Requests:

- Patients can complete the online registration form to request registration, this will include the new patient health check questionnaire
- Online registration requests are received via the Systmone dashboard.
- The administrator managing the dashboard should forward the request via a task in Systmone to the patient record coordinator team for processing.

### In Practice Requests:

- Patients can request to register in practice and the reception team should provide the below forms for completion:
  - New patient health questionnaire
  - GMS1 Form

A new patient registration should be complete within **three working days for Leighton Road Surgery or within seven days for Cauldwell Medical Centre** of receipt.

### New Patient Health Checks:

Leighton Road Surgery (LRS): All new patient health checks must be complete within 3 months of patient registration.

Cauldwell Medical Centre (CMC) - New patient health checks should be complete **within two weeks** of registration, refer to the patient to confirm suitable times for their new patient health check. New patient health checks will be booked with the Healthcare Assistant.

### 4.1 Patients Under the Age of 16 years

If a child under 16 years of age attempts to register along or with an adult that does not have parental responsibility, the Practice Child Safeguarding Lead should be alerted. Refer to the ELFT Patient Registration Policy for guidance on seeking assurance when registering a patient under the age of 16, whilst noting that patients must still be registered in the absence of documentation and policies must be applied in a non-discriminatory manner.

## 4.2 Veterans and Defence Servicemen and Women

For information on registering Veterans and Defence servicemen and women please refer to the ELFT Patient registration policy.

All people leaving the armed forces are given a summary of their medical records, which they are advised to give to their new GP when they register. The practice will also normally be advised automatically of prior registration with Defence Medical Services (with a summary of their in-service care).

## 4.3 Temporary Registrations

The length of time that a patient is intending to reside in an area dictates whether a patient is registered as a temporary or permanent patient. Patients should be offered the option of registering as a temporary resident if they are resident in the practice area for more than 24 hours but less than 3 months. After 3 months 'temporary patients' must be deregistered and informed of the deregistration.

## 5. Practice Boundaries

The Bedfordshire Practices are bound by contractual boundaries and cannot operate outside of these without formal approval. Changes to contractual boundaries can only be made by formal request to the commissioner. Such a request must always be signed off by the ELFT Service Director prior to request.

### 5.1 Process for Managing Patient Registrations Outside of Catchment Area

- If a patient has recently moved outside of the catchment boundary and they are undergoing treatment, then treatment should continue. Once treatment has stopped then it will be at the discretion of the practice manager if the patient can remain at the practice or if they need to register for one more local to their new address.
  - Note: If a patient is registered with the Practice but is outside of the catchment area, they should be informed that they are not eligible for home visits.
- If a patient has recently moved to the area and requests to register as a new patient but their address is outside of the catchment area, they will be informed that they are not able to register and should register with a local GP. If the registration was received from the website this will be an email and if in practice the reception team should inform the patient.
- If a patient has recently moved outside of the catchment area, they will receive a letter advising that they are out of catchment and should register with a local GP.
  - Refer to the Deductions GPSU SOP for process of removing patient from practice list.

## 6. Patient Registration within SystemOne:

Upon receipt of the new patient registration request the registration team will:

- Click on REGISTER or Patient Registration Wizard on the home screen in SystemOne

- Enter the patient's details, where requested. NHS number can be used first to search and if not known enter first name, surname, and date of birth.
- Click on SEARCH
- If patient was previously registered with the NHS, their name and NHS number will appear on screen.
- Check the details match with what is on the form and click on the green tick.
- A box will appear with "How would you like to register this patient?"
- Select the relevant drop down for how you would like to register the patient.
- Click ok on next box
- A new box with 'acceptance type wizard'. Click on relevant code i.e. Previously registered under the NHS or Not registered under NHS. New-born babies – Patient is a baby and has a GSM1 form and an NHS number.
  - If previously registered with a GP enter the name or 'unknown'.

Note: You can check if a patient has been previously registered at a GP via the Patient Portal. Input the NHS number which will show you if a patient has been previously registered and can support if there were any details missing from the forms received from the other practice.

**If Registering a Patient for Caldwell Medical Centre (CMC) follow the below process:**

- A box will open with a message – 'this patient is now registered at this unit', click on OK.
- Click on Administrative
- Patient's details
- Fill in details
- Click on Record New Address. Enter new address, click OK
- Click on Record Contact details. Enter phone number, click verified and click preferred contact number
- SMS click consent
- Enter email address, click verified and OK.
- Click on GP Registration details
- Click on GSM
- Follow prompts and enter date of entry if patient is new to the country. Click OK.

Go back to patient details and check all information from the GSM1 form has been recorded e.g., place of birth, correct name.

- Right click on Groups and Relationships
- Find relationship to patient and click ok
- If they're registered here, then click on "a patient cared for at this organisation". All their details will auto fill. If they are the next of kin, click on the box. Create reciprocal relationship if appropriate.
- If they're not registered here, click "Someone else" and fill in the details.
- Right click on "Record sharing", click on sharing choices and click ok.

**In Ardens**

- Click on Vitals and Lifestyle

- In the dropdown box next to smoking, select the patient's smoking status (Only record status if they have never smoked)
- Select alcohol intake and enter height and weight.

### **6.5 Registering a new-born baby (CMC)**

If the patient is a child under five years of age, send a letter to the Health Visitors to inform them.

New-born babies and Pregnant ladies have priority and are usually registered on the same day.

- Registrations of a new-born baby should already be on SystmOne as an incomplete registration
- Retrieve patient details and complete all information provided on GSM1 form
- Go to Patient care IOS and complete patient details

**If registering a patient at Leighton Road Surgery (LRS) follow the below process:**

Once the patient details have been entered navigate to the new patient registration Ardens template and complete the below details which are pulled from the new patient registration questionnaire:

- Next of Kin
- Enter phone number / Consent to SMS
- Select third contact number – Select verified, unverified or send verification– If the patient has consented to receiving SMS select send verification for the patient to receive a link to confirm they accept use of this contact number.
- Consent to email – If consented an automatic email will be sent to the patient to verify their email address is correct.
- Country of birth
- Ethnicity
- Language
- Employment – This will only be available for in practice registrations not online requests
- Medical history – patient history, family history and allergies.
- Lifestyle – Including alcohol, smoking, height and weight

### **6.5 Registering a new-born baby (LRS)**

New-born babies and Pregnant ladies have priority and are usually registered on the same day.

- Registrations of a new-born baby should already be on SystmOne as an incomplete registration
- Retrieve patient details and complete all information provided on GSM1 form
- Go to Patient care IOS and complete patient details

### **6.1 Registering Patients in Care Homes (CMC & LRS)**

For patients who live in care homes the care home code should also be recorded.

- In Systmone under Patient Care (IOS) select "Others"

- “Residential Institute” code needs to be filled in which can be selected from the drop-down box
- No new patient health check is required to be booked

### **6.3 Registering for Online Services (CMC & LRS):**

- Click on “Online services”
- Click “Register for online services”
- Identity Verification
- Click on Documents provided
- Select type of documents
- Check email and phone number have a green tick next to them
- SMS must be selected for username and password, click ok.

### **7. Allocating a nominated pharmacy**

- Select the “Pill bottle” icon on the toolbar
- Select from the list of pharmacies
- Click the green “+” to add current pharmacy

### **8. Read coding**

- Patient record coordinator should go to formulary and enter details of previous and current medical condition, medication and family history.
- Coding/Summarising – All codes to be promoted to problem – minor, **except** Update Computer Summary
- Send an SMS for a New Patient Check to patient, if over 16 years old.

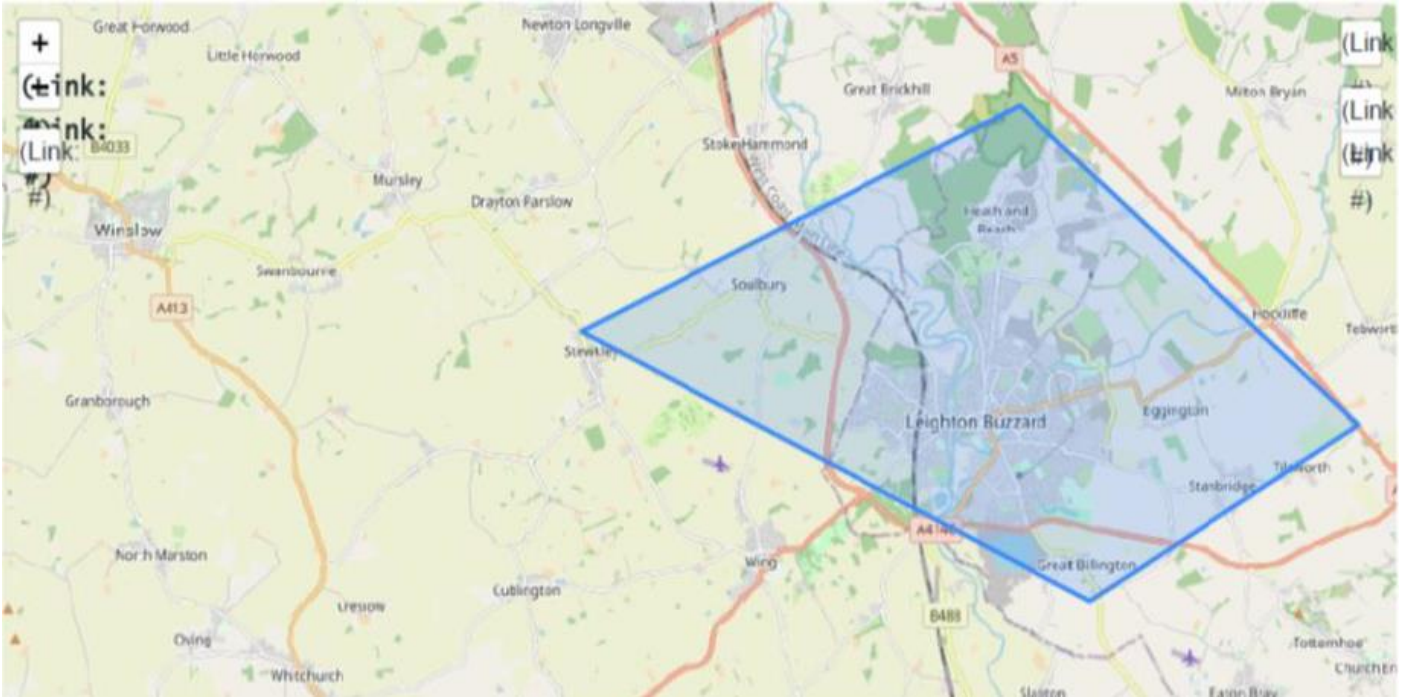
### **9. Review**

This SOP will be subject to review every three years, or considering any changes to National Standards or Trust Policy.

## **Appendix**

### **Leighton Road Surgery & Cauldwell Medical Centre Catchment Area**





**Cauldwell Medical Centre Catchment Area**

