

Out of Area (OOA) Patient Contact Information Sheet – V1.9

Out of Area Registration Scheme

Registering with us as a new patient, or staying with us if you have moved outside our catchment area

SJWMP recognises that not all patients wish to register at a surgery close to their home address. Many patients prefer to register closer to their place of work or study. In order to address this demand, we are introducing a new type of registration called “Out of Area” (OOA) Registration.

OOA Registration offers the patients all the services usually associated with registration, with two exceptions:

1. Home Visits and
2. urgent treatment (if you cannot come to the practice).

If an OOA Registered patient is unwell and needs to be seen at home, whatever the time of day or night, they can call 111 (urgent) or 999 (emergency) and get the care they needed.

There are some patients who are not suitable for OOA registration. These include any patient who is likely to require input from a specialist team who are geographically located according to their home, not their GP address.

This includes (but not limited to) patients / services in the following services:

- Patients with serious mental health problems (e.g. Psychosis, Bi-Polar, Schizophrenia) who many need support from mental health specialist teams (e.g. Community Mental Health Team)
- Patients or Families with Child Safeguarding needs/ Children’s Social Care
- Patients with Adult Safeguarding needs/ Adult Social Care
- Patients with complex community-based packages of care/ Adult Social Care
- Patients with physical challenges that require care at home and who are unable to come into the practice

The reasons for denying the option of OOA registration to patients in groups such as these is that their health and social care needs are best met through registration close to where they live. It is difficult and impractical for GPs to coordinate such care remotely with services, with which they do not already have strong professional working relationships.

The practice has the right to decline to register any OOA patient from these categories or if a current OOA patient’s circumstances change.

OOA registration will, we hope, allow patients who are pleased with the level of care our service provides to remain with our practice should they move away, if they wish,

Please note that registering as an OOA patient you may sometimes need a referral to a particular service. Sometimes there are restrictions to how and where we can refer you as some referrals are based on your address. We are limited when it comes to some referrals beyond our local area. There may be times a referral will be rejected simply based on your home address which is out of our control. If you are seeking a such a referral, it may be better to join a GP practice closer to home to avoid any possible delays to any treatment.

Also note, if we agree to keep you registered you must agree to attend any 'review' appointments. You will be invited at least yearly, if applicable, for a review of certain medical conditions (asthma, diabetes etc.) or if eligible screening (e.g. cervical smears) or vaccinations (e.g. influenza). If you fail to attend an appointment for these reviews following your third invite, we may remove you from the practice list and advised you to register to a GP practice to your home address.

Frequently Asked Questions (FAQS)

1) What happens after I join the practice as an out of area patient or change my address which is out of area?

Over the first few weeks a doctor will review your notes. If newly registered, it may take longer for us to review them as there may be a delay in receiving your previous medical records. If the doctor assesses that you or any member of your family are not suitable to stay on as an out of area patient, we will send you a letter to let you know. We will also inform you by text message if we hold a mobile number for you on our records. We will then start the process to remove you (*and your family, if applicable*) from the practice which normally takes 30 days. This should give you enough time to register with another GP closer to where you live. We will only remove you if we feel that your care will be restricted and it would be best for you to be registered closer to home.

Until you hear from us otherwise, you can stay registered with us as an OOA patient. If you move back within our catchment area, please let us know your new address as soon as possible so we can then register you as a regular patient without any restrictions.

2) Why do I have to be registered as an out of area patient; why can I not be registered as a regular patient?

All GP surgeries across the UK agree their catchment area with their local integrated care board (NHSE). While we endeavour to provide care to as many patients as possible we cannot safely offer home visits or urgent treatment for patients beyond our catchment area. This is why we need to register patients living outside of our catchment areas, as out-of-area patients.

3) What if I move back into the catchment area, after being registered as out of area?

Simply complete the change of address form, above. We will then re-register you as a regular patient. Then the above rules will no longer apply to you.

4) What if I do not agree to out of area restrictions?

We do not have to accept patients that live outside of our catchment area, but we are allowed to, if it is safe to do so and in the patient's best interest. The restrictions are in place are set by NHS England and NW London Integrated Commissioning Board.

If you do not agree, you need to register to a GP closer to your home address to get the full benefits of a GP service which they can offer to you within their catchment area.

If you need help in finding a local GP practice, you can access the [NHS Choices website](#) or telephone NHS 111 which can provide details of local NHS services to your address.

5) What if I develop one of the exclusions above whilst registered as an out of area patient?

A doctor reviews OOA patients on a regular basis, and on an Ad Hoc patient by patient basis.

If they notice you fall under any of the exclusions, we will remove you as an OOA patient from our list and you will need to register with a GP closer to home.

We do not remove out of area patients without a valid reason.

You will be notified and given 30 days to find a different GP surgery, after 30 days, you will no longer be a patient at St Johns Wood Medical Practice.

6) What if I have children under 16 years old and I am removed, can they stay registered?

No, the children will also be removed, as children under the age of 16 need to be registered with their parent/guardian.

7) What if I live just on the border of the practice?

You will still be registered as an out of area patient, and the above restrictions will still apply, or you will be asked to register closer to your home address.

8) What if I want to complain about this?

If you wish to complain about being removed/deducted or not being allowed to be an OOA you can write to the Parliamentary and Health Service Ombudsman. It is an independent service which is free for everyone to use.

To take your complaint to the Ombudsman, visit:

www.ombudsman.org.uk/make-a-complaint or call 0345 015 4033.

Further information about the Ombudsman is available at www.ombudsman.org.uk