


Policy / Procedure / Protocol / Guideline Name:	Registration Policy
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Registration Policy

Introduction

The practice boundary has been reduced effective from June 2019:



New Boundary -
June 2019 - V1.0.pdf

Registration of New Patients & Registration of Patients Out of Area (OOA)

Patients living within the practice boundary will be registered as a regular patient with the full benefits of a GP Surgery such as home visits and urgent care if needed.

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: Home Visits and 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

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 based met through registration close to where they live. It is difficult and impractical for GP’s 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 patient from these categories or if a current patient, request the patient to register elsewhere if their circumstances result in them entering one of these groups while being registered as OOA at our practice.

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 referrals beyond our local area. So 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 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 3 times a year, if applicable, for a review of your medical condition (asthma, diabetes etc.) or if eligible flu vaccine, smear test etc. 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.

Patients in the Old Boundary

Patients registered with the practice in the old boundary area will not be affected by the change. Patients already registered will remain registered with the practice and will still be entitled to home visits. If a patient registered with the practice in the old boundary area should have a new household member live with them – this new patient can be registered with the practice and have the same care as the household including home visits. Should you move out of your address in the old boundary area you have the option of becoming an Out of Area patient.