

Jorvik Medical Practice
Woolpack House
The Stonebow
York
YO1 7NP

Tel: 01904 724 343
Fax: 01904 633 881



South Bank Medical
Centre
175 Bishopthorpe Road
York
YO23 1PD

Tel: 01904 724 343
Fax: 01904 672 938

www.jorvikmedicalpractice.co.uk

POLICY FOR REMOVAL OF THE PATIENT FROM THE PRACTICE LIST

1. Introduction

The practice is committed to having systems in place with clear levels of accountability and responsibility. Areas covered by the policy are concerned with removal of the patient from the practice list and clarifying the responsibilities of the Practice, NYFHS and NYYPCT to provide information to the patient.

2. Responsibilities

- The patient can be removed from the practice for a number of reasons: Due to change of address, due to irretrievable relationship breakdown between a patient and the practice or abusive behaviour by the patient to practice staff.
- Removal of the patient from the practice list due to change of address is a straightforward process and the patient is sent a letter explaining the reasons and offering help and advice to find a medical practice within the patient's neighbourhood
- The decision to remove the patient due to relationship breakdown is not taken lightly and happens only in consultation with an agreement of the Partners
- Letter is sent to the patient by a partner explaining the reasons for removal and offering advice on how to find a new practice.
- Each letter is individually tailored to cover aspects of specific situation
- In case of perceived violence by the patient to the partner or practice staff the partners decide that the letter should not be sent directly to the patient
- In all cases NYFHS is informed by phone or in writing of the reasons for patient removal & in case of violence or relationship breakdown the Manager at NYYPCT is informed.

3. Individual Tasks

- In the case of the patients change of address, Senior Receptionist sends a letter to the patient and informs NYFHS
- In case of abusive behaviour by the patient, reception staff write the details of the incidents in Significant Events Book
- Practice Manager discusses the situation with reception staff and the partners and decision is taken
- A partner writes a specific letter to the patient advising them of removal from the list and the reasons for removal

DR M. WENDY EVANS | DR DAVID S. FAIR | DR DAVID C. HARTLEY | DR JULIA M. ALEXANDER |
DR W. JOHN LOCKETT | DR NICOLA J. GILL | DR ANTHONY C. PEGRUM | DR J. BENJAMIN
SHORTEN | SALARIED GP DR RACHEL GRAINGER | PRACTICE MANAGER MRS DANA HOMER
Issued: November 2007

- Practice manager or her deputy informs NYFHS (Team Leader) to remove the patient from the practice list and the reasons & keeps a record of patients and the reason for removal & if no warning, gives a reason why – Manager to keep in complaints folder.
- NYFHS send a letter to the patient according to the decision taken (immediate removal or 7 day removal). In case of Immediate Removal or 7 day removal Practice Manager or her deputy discuss the situation with NYYPCT Manager at Sovereign House, Kettlestring Lane, Clifton Moor, York YO30 4GQ.