Removal from practice

Removal from the practice list

A good patient-doctor relationship, based on mutual respect and trust, is the cornerstone of good patient care. The removal of patients from our list is an exceptional and rare event and is a last resort in an impaired patient-practice relationship. When trust has irretrievably broken down, it is in the patient's interest, just as much as that of the practice, that they should find a new practice. An exception to this is on immediate removal on the grounds of violence e.g. when the Police are involved.

Removing other members of the household

In rare cases, however, because of the possible need to visit patients at home it may be necessary to terminate responsibility for other members of the family or the entire household. The prospect of visiting patients where a relative who is no longer a patient of the practice by virtue of their unacceptable behaviour resides, or being regularly confronted by the removed patient, may make it too difficult for the practice to continue to look after the whole family. This is particularly likely where the patient has been removed because of violence or threatening behaviour and keeping the other family members could put doctors or their staff at risk.

Special Allocation Scheme Process Flow Chart

Incident takes place in GP practice with patient which requires

POLICE TO BE CALLED

GP practice immediately contacts PCSE with police incident number and request an immediate removal.

https://pcse.england.nhs.uk/sites/default/files/2023-08/12-patient-removalguidev10.pdf

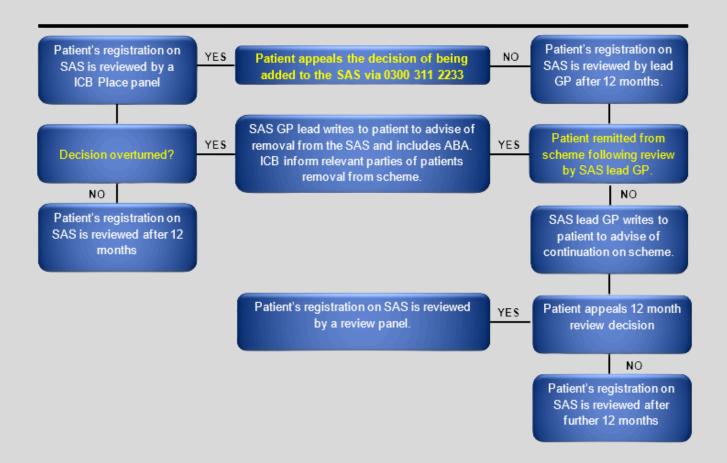
PCSE send letter to patient to inform them of their place on the SAS.

PCSE send relevant background information to the lead GP of the relevant SAS as well as the process of appeal.

Lead GP of SAS writes 'Acceptable Behaviour Agreement' if they feel it is required and flags patient on clinical system.

ICB shares information of patient registration on SAS to standard parties.

Treatment undertaken on SAS for a minimum period of 12 months.



Key
SAS: Special Allocation Scheme

ABA: Acceptable Behaviour Agreement GP: General Practitioner PCSE: Primary Care Support England ICB: Integrated Commissioning Board

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