

Standard Operating Procedure (SOP)

Criteria and Process for Removing a Patient from the Practice List

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Document Control

Title	Criteria and Process for Removing a Patient from the Practice List
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Purpose

This SOP defines the criteria and process for removing a patient from the Ballards Walk Surgery patient list.

It ensures all removals are managed fairly, transparently, and in line with NHS contractual regulations and ethical obligations.

Scope

This SOP applies to all General Practitioners, the Practice Manager and administrative staff involved in the management of patient registrations and removal.

It covers both immediate (violent) removals and formal non-immediate removals following breakdown of relationship or relocation.

Policy Statement

Ballards Walk Surgery is committed to providing high-quality safe care to all patients. However, removal may be necessary when the patient–practice relationship has irretrievably broken down, or where safety and cooperation can no longer be maintained.

Criteria for Removal

Immediate (Violent or Threatening Behaviour):

- Physical violence, threats, or abuse toward staff or patients.
- Police involvement required.
- Patient removed immediately under Zero Tolerance Policy and referred to SAS.

Breakdown in Relationship:

- Persistent unreasonable behaviour despite warnings.
- Loss of trust or cooperation affecting clinical care.

Administrative or Geographic Reasons:

- Patient moved out of area or registered elsewhere.
- Patient no longer eligible for NHS registration.

Process for Removal

Immediate Removals:

1. Report incident to Duty GP or Practice Manager.
2. Complete incident report and contact police if necessary.
3. Remove patient immediately using PCSE portal (violence code).
4. Notify NHS England and refer to SAS.
5. Send formal removal letter.
6. Store documentation securely.

Non-Immediate Removals:

1. Review case with Partners and Practice Manager.
2. Issue warning letter if appropriate.
3. If no improvement, send final removal letter (seven days' notice).
4. Process removal on PCSE portal.
5. Patient entitled to emergency care during notice period.

Documentation and Records

Record removals in:

- Patient's clinical record (coded appropriately).
- Significant Event Log (if behaviour or safety related).
- Practice Removal Register maintained by Practice Manager.

All letters stored securely and marked confidential.

Communication with NHS England

Immediate removals must be reported to NHS England the same day.

Planned removals processed via PCSE portal. All supporting documentation to be retained for audit purposes.

Templates and Correspondence

Warning Letter Template:

Dear [Patient Name],

We are writing to express concern regarding your recent behaviour [brief factual description].

Such behaviour is not acceptable under the NHS Zero Tolerance Policy. This serves as a formal warning.

Further incidents may lead to removal from our list.

Yours sincerely,

[Name], Practice Manager / Partner

Removal Letter Template:

Dear [Patient Name],

Following recent correspondence, we regret to inform you that the partners at Ballards Walk Surgery have decided to remove you from our patient list, effective [date].

This decision has been made in accordance with NHS regulations, as the relationship has

irretrievably broken down.

Please register with another GP practice. Emergency care remains available for seven days.

Yours sincerely,

[Name], Practice Manager / Partner

Safeguarding and Equality Considerations

Patients will not be removed on the basis of race, gender, disability, religion, or health condition.

For vulnerable or safeguarded patients, the Safeguarding Lead must be consulted prior to removal.

Staff Support

Following any removal, staff involved should be offered debrief and emotional support. Occupational health and counselling referrals are available where required.

Related Policies

Zero Tolerance and Unacceptable Behaviour SOP

Safeguarding Policy

Suicidal Disclosure SOP

Complaints Policy

Special Allocation Service (SAS) Protocol

Review and Audit

This SOP will be reviewed annually or following any removal-related incident.

Trends will be reviewed quarterly at Governance or Partners Meetings to ensure fairness and compliance.

Key Contacts

Practice Manager: Jackie Mellia

Duty GP:

NHS England Primary Care Team:

PCSE (Patient Removals): <https://pcse.england.nhs.uk/>

Essex Police (non-emergency): 101

Emergency Services: 999

Special Allocation Service (SAS): 01702 742105