

PRACTICE POLICY

WRITING TO PATIENTS EXPLAINING WHY THEY HAVE BEEN REMOVED FROM THE PRACTICE NHS LIST:

A. Violence and Abuse

- Any patient who has committed an act of violence or causes a doctor or member of staff to fear for his or her safety will be immediately removed from the NHS list
- The police must be informed
- The PCT must be informed by telephone and then followed up in writing
- The Doctors will use their clinical judgement to determine those RARE cases where a patient's violent behaviour results from their medical condition

B. Breakdown of Doctor-Patient Relationship

- All patients that the practice feels should be removed from the list will be discussed at Partners' weekly meetings.
- If the practice has reasonable grounds to remove the patient from the list the PCT must be informed in writing and the practice must notify the patient in writing explaining the reasons for removal.
- If it is thought not to be appropriate to give specific reasons for removal, it is sufficient to state that there has been a breakdown in the relationship between the practice and the patient.
- The reasons given in writing must be factual and the tone of the letter polite and suitably informative. The removal will take place on the eighth day after the request has been received by the PCT unless the patient is accepted by, allocated or assigned another GP sooner than this. The PCT always notified the patient as well.

C. Other Members of the Household

- The practice will use its judgement about removing other members of the family if the behaviour of one member has led to their removal.
- If possible the practice will discuss the problem with the other family members.
- Rarely the entire household will be removed because of the duty to visit patients at home

A SUMMARY OF THIS INFORMATION IS IN THE PRACTICE LEAFLET

Amended – November - 2008

Reference: BMA Guidelines on writing to inform a patient that they have been removed from the Practice List.

PRACTICE POLICY

**REMOVAL OF A PATIENT
FROM THE PRACTICE NHS LIST:**

A. Reasons for Removal

Administrative Reasons:

- Death of patient
- Patient has moved out of practice area

Breakdown in Doctor-Patient Relationship

- A good doctor-patient relationship is the cornerstone of good patient care. The removal of patients from the list should be an exceptional and rare event and as a last resort in an impaired doctor-patient relationship. The breakdown should be irretrievable.
- Patients have the right to change their doctor. They are not required to give reasons or any period of notice and do not have to inform the practice for self removal.
- Violence and threatening behaviour by the patient. We have a duty as employees to protect our staff.

B. Patients who cannot be removed

- We do not remove patients from our list solely because they have made a complaint.
- We do not remove patients from our list because their treatment is too costly
- We do not remove patients because they are suffering from a particular clinical condition or on the grounds of age, race, gender, social class, religion, sexual orientation or appearance.

C. Warnings that Patients may be Removed from the Practice's NHS List

- Two DNA's without any explanation in a patient who is medically capable of attending an appointment.
- Verbally and abusive behaviour to any member of staff

Amended – November 2008

Reference: BMA Guidelines Removal of a Patient from a Doctor's List