

Removal of Patients from Practice list

Patients may be removed from the Practice list in the following circumstances :-

Unacceptable behaviour

Unacceptable behaviour from a patient that is directed towards any member of the primary healthcare team (whether on or off practice premises) or towards patients or others on practice premises. For example :

- Physical violence
- Any type of verbal or physical abuse, including threats or gestures
- Any type of discriminatory abuse
- Intentional damage to practice premises or other patients' property
- Sexual and racial harassment
- Stalking
- Inappropriate emotional attachment to any of the primary healthcare team

Incitement to or condoning such behaviour is also seen as unacceptable and may involve the patient, a relative, a household member, or pets (such as unchained dogs).

Crime and Deception

For example :

- Fraudulently obtaining drugs
- Deliberately lying to the doctor or other member of the primary health care team (e.g. by giving a false name or false medical history) in order to obtain a service or benefit by deception
- Attempting to use the doctor to conceal or aid any criminal activity
- Stealing from practice premises or personnel
- Making a complaint which is subsequently shown to be activated by malice

Distance

Where a patient has moved out of the designated practice area and has failed to register with another GP.

Irretrievable breakdown of the doctor-patient relationship

Procedure

In most circumstances (other than where a patient has simply moved out of the designated practice area) at least 2 GPs will be required to agree that a patient should be removed from the list. Reference will always be made to the GMC's "Good Medical Practice", now available on-line at :-

http://www.gmc-uk.org/guidance/good_medical_practice.asp

Other than in exceptional cases a patient will be informed in writing of the decision and the reason for removal from the list in line with the practice's contractual obligations. The letter will also :-

- explain to the patient that he or she will not be left without a GP
- provide information on how to begin the process of registering with another surgery