

The new GMS1 form – guidance for GP practices

From 2 October 2017, a new version of the GMS1 form was introduced for use in England for the registration of permanent patients.

No changes have been made to the GMS3 form, or associated process, and temporary residents should still be registered using the GMS3 form.

The changes:

As part of the 2017/18 GMS contract agreement the Department of Health, NHS England and the GPC have agreed to include some supplementary questions in the GMS1 form. An additional £5 million was included within Global Sum to cover additional administrative workload.

These supplementary questions should be provided to all patients along with the registration form; however, patients are not required to complete the questions in order to register. Should a patient complete the questions then practices should follow the agreed process, described below.

The information will allow the NHS to identify EEA patients who have an entitlement to a non-UK EHIC, or S1 form (see page five for information on the S1). EEA patients who do not have their EHIC with them can ask their member state for a Provisional Replacement Certificate (PRC). These EEA patients can use their EHIC or PRC to access treatment in the NHS, with the UK then recovering the costs of any treatment from their respective member state.

There are also three tick boxes included in the supplementary questions:

- a) I understand that I may need to pay for NHS treatment outside of the GP practice
- b) I understand I have a valid exemption from paying for NHS treatment outside of the GP practice. This includes for example, an EHIC, or payment of the Immigration Health Charge (“the Surcharge”), when accompanied by a valid visa. I can provide documents to support this when requested
- c) I do not know my chargeable status

The Process

If a patient does not complete any of the supplementary questions, then register the patient as per your pre 2 October process. There is no new action to take with no requirement to send the GMS1 or supplementary questions onwards.

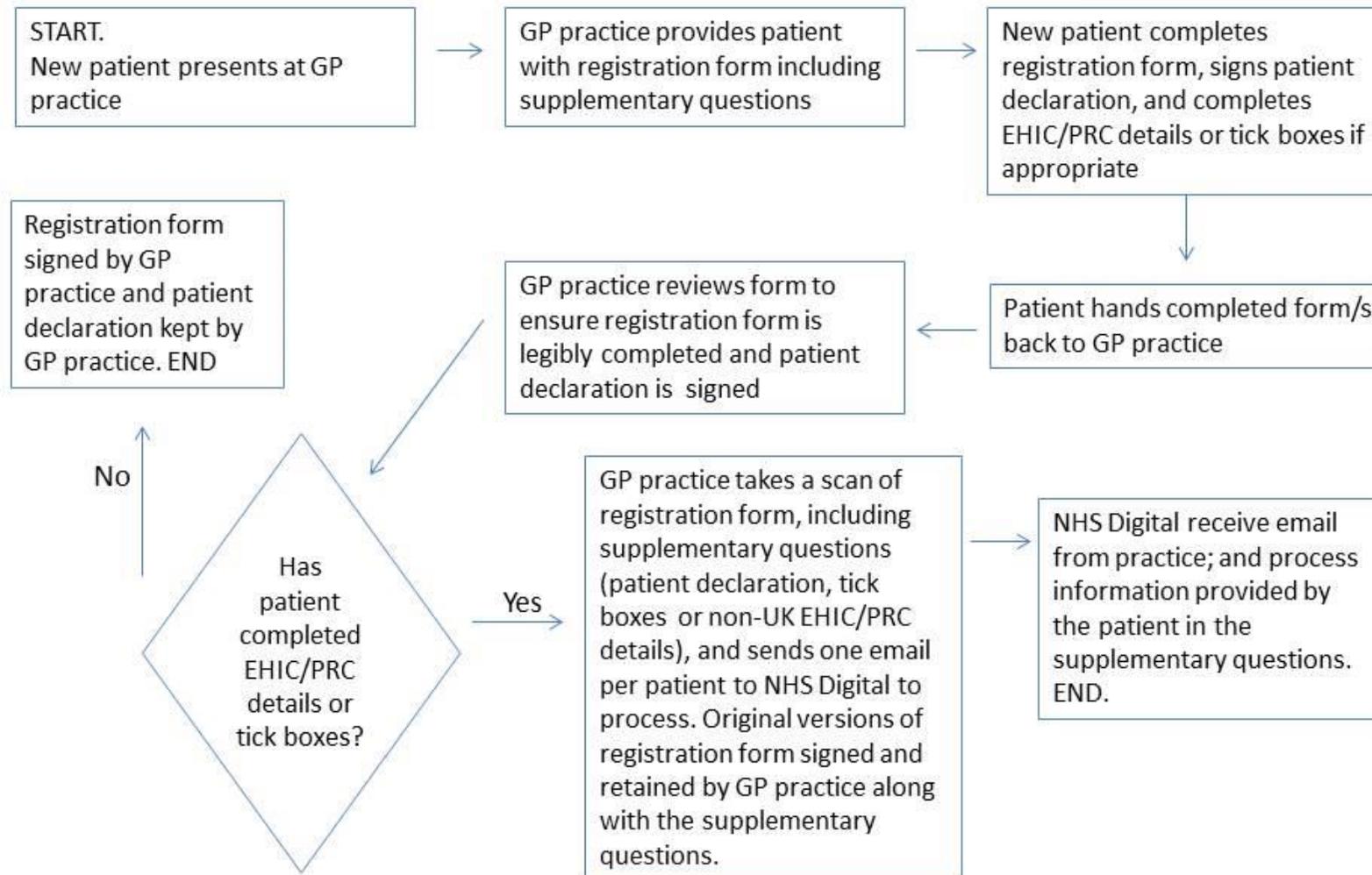
If a patient completes the EHIC or PRC details, or the tick boxes, and also signs the declaration, then GP practices should follow **process A**.

If a patient has an S1 form, then GP practices should follow **process B**.

GMS1 Guidance - October 2017

PROCESS A

Receiving and processing non-UK EHIC/PRC or tick boxes by GP practices



Email address: NHSDigital-EHIC@nhs.net

Process A – detailed notes

To ensure that NHS Digital are able to process EHIC, PRC or tick boxes in a timely manner, GP practices are asked to:

- Send one email per patient, attaching one black and white scan of the registration form, including the supplementary questions.
- Capture the patient name in the subject line of the email.
- Include contact details (GP practice name, email address etc) on the registration form and/or the email signature so the GP practice can be contacted in the event of any issues with the process.
- Not send other materials such as copies of passports, biometric residence permits or utility bills to NHS Digital.
- Ensure the attachment does not exceed 5mb in size.

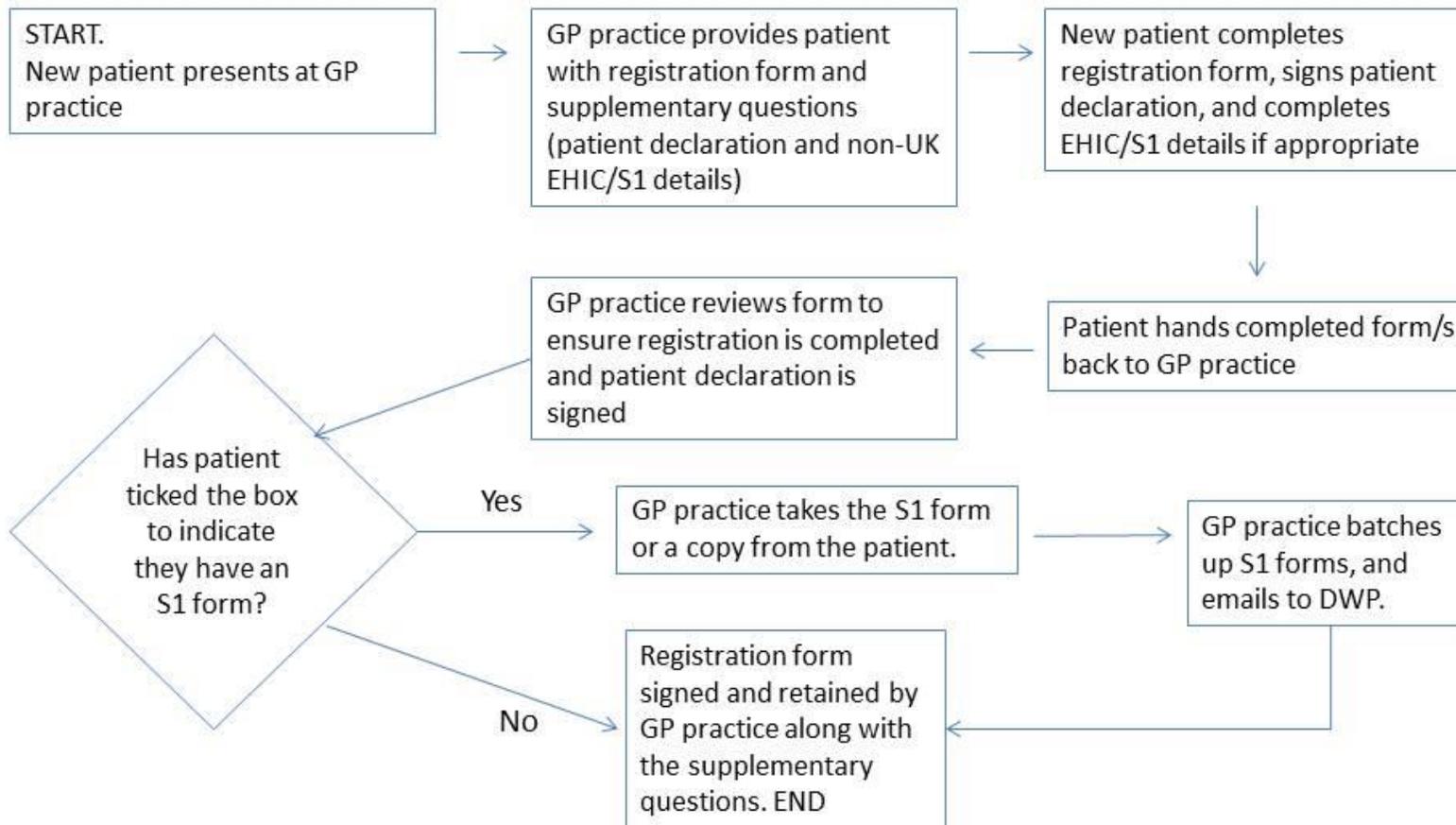
Should a GP practice receive very high volumes of returns, for example, a university GP practice, then forms can be returned in batches as follows:

- Each patient must have only one attachment i.e. both sides of the GMS1 form in one scan.
- Each GMS1 form must be stamped with the practice stamp – this should include the email address.
- The email must include the practice details in the signature.
- The attachment should be in one of the following formats: txt, msg, pdf, doc, docx, csv, xls, bmp, gif, jpg, zip, rar, tif, tiff, jpeg, xps
- For batch returns, the attachments must not exceed 20mb in size.

No-one should be denied NHS primary medical care or refused registration at a GP practice because they do not complete the supplementary questions on the new GMS1 form.

PROCESS B

Receiving and processing an S1 by GP practices



Process B – detailed notes

S1 forms are issued to people who live in one EEA country, but have their healthcare costs covered by another EEA country. People entitled to apply for an S1 include state pensioners and those in receipt of certain benefits, for example survivors' benefits and certain disability benefits. It also includes people who have been posted to work in another country (once they have lived there for two years) and frontier workers (people who commute across a country border to get to work). Family members are also covered by the S1 form.

S1 forms must be registered in order for the money to be recovered. If a patient has not already registered their S1 form with the Overseas Healthcare Team, the GP practice can offer to email/post it off for them.

You can register S1 forms by sending them to the [Overseas Healthcare Team](#) at the Department for Work and Pensions who will process the form. Registering an S1 form allows the UK to claim around £4,500 per person, per year, towards their healthcare costs, regardless of how much healthcare the person needs, from the appropriate country. There is no deadline for processing S1 forms.

By registering the form once it automatically means that £4,500 is recovered every year – it does not have to be re-registered each year. Any money claimed goes back into the NHS.

- DWP **DO NOT** require the GMS1 form to be sent to them in order to process the S1.
- GP practices can batch up any S1 forms they receive, and send scanned copies to DWP on a monthly basis.

If the patient does not have their S1 form to hand at the time of registration, there is no requirement for the practice to chase it up in order for the patient to be registered.

No-one should be denied NHS primary medical care or refused registration at a GP practice because they do not complete the supplementary questions on the new GMS1 form.

Frequently Asked Questions

1. **Many practices currently use a bespoke patient registration form. However the new guidance released states that practices are required to provide all new patients with the revised GMS1 form, which includes supplementary questions to help determine a patient's eligibility to healthcare. Can practices continue to use their bespoke forms but also provide the supplementary questions so that they can continue to process their forms as they have done so previously and then send the new section to NHS Digital?**

Answer:

If practices wish to update their bespoke forms with the supplementary questions embedded, then this would be acceptable practice.

- Practices would need to use the provided GMS1 form or embed the supplementary questions in their bespoke form so it is not possible to separate the two sets of information.
 - In order for NHS Digital to correctly match the patient's record to add their EHIC details to, the patient details from the registration form (Surname, first name, address, DOB, NHS number (where known) etc) and the supplementary questions need to be emailed as a single black and white attachment per patient, not exceeding 5mb in size – please see process A for more details.
 - Where a practice has introduced their own questions into the registration process, these do not need to be scanned and emailed to NHS Digital.
2. **Can GP practices that receive very high volumes of registrations, for example, a university GP practice, return the forms in batches?**

Answer:

Should a GP practice receive very high volumes of returns, for example, a university GP practice, then forms can be returned in batches as follows:

- Each patient must have only one attachment i.e. both sides of the GMS1 form in one scan.
- Each GMS1 form must be stamped with the practice stamp – this should include the email address.
- The email must include the practice details in the signature.
- The attachment should be in one of the following formats: txt, msg, pdf, doc, docx, csv, xls, bmp, gif, jpg, zip, rar, tif, tiff, jpeg, xps
- For batch returns, the attachments must not exceed 20mb in size.

If the practice is unable to meet these requirements, then individual emails will be needed for each patient.

3. **Do overseas patients registering as temporary patients (using GMS3) also need to complete the GMS1 supplementary questions?**

Answer:

No, the GMS1 form should only be used to register permanent patients. GP practices should continue to use the GMS3 form for temporary patients. If they have a non-UK EHIC and need to seek secondary care, they should present their EHIC at that point in time. Without an NHS record, there is nowhere to store EHIC information for the patient.

4. **We have been given the new GMS1 forms and are unclear about what we need to do.**

Answer:

- Use the new GMS1 form for all permanently registering patients.
- If a patient has completed the non-UK EHIC or PRC fields or tick boxes on the new GMS1 form, please send this to [NHS Digital](#) – see Process A above.
- If the patient has indicated they have an S1, please send just the S1 form to the [Overseas Healthcare Team](#) – see Process B above.
- If the patient does not complete any of the supplementary questions, you do not need to send the GMS1 or the supplementary questions form to NHS Digital. You should continue to register the patient following your standard permanent patient registration process.

5. **What should we do if the patient doesn't have their S1 form with them when they register?**

Answer:

- Register the patient in the normal way. The patient can post or email their S1 form directly to DWP.

6. **The patient has completed the EHIC fields, but country code says UK. What should we do with the form?**

Answer:

- If a patient has added their UK EHIC details to the form, the practice should register the patient in the normal way, but does not need to scan and email the form to NHS Digital.

7. Our practice does not have a sufficient number of forms to meet patient demand, what should we do?

Answer:

- An initial distribution of 750,000 new GMS1 forms was made to GP practices ahead of the 2 October transition date. A further 1,425,000 forms (ordered in blocks of 50 forms) were made available for ordering through the [PCSE portal](#) from 2 October.
- In order to manage short-term demand, practices may have had their order size reduced to 20 blocks/1000 forms at a time. As long as practices place orders based on anticipated registration volumes, rather than try to stock up for the year, there should be sufficient stock for all practices to be able to register all their patients.
- Further stock will be available from late October for ordering via the [PCSE portal](#), but we anticipate that PCSE should be able to respond to local demand as and when it arises. In the event that practices do run out of stock, the new [GMS1 form](#) is available for download, enabling practices to print the form directly.

If practices have copies of the old GMS1 form, they can also use these alongside the supplementary questions, but practices need to ensure that all patients are provided with both the old GMS1 and the supplementary questions, and that where a patient completes the supplementary questions; both forms are emailed to NHS Digital as a single attachment.

The patient leaflet can also be ordered or downloaded through the [PCSE portal](#).

8. A non-EEA patient with a non-EEA passport has moved to the UK to live with her husband who is already a UK resident. The patient has a 6 month visa but no other documentation. They have not yet applied for permanent residence and as a non-EEA resident, do not have an EHIC card or S1 form. I am not sure if they are eligible for treatment, and if so, which parts of the GMS1 need completing?

Answer:

- Under this scenario, the GP practice could direct the patient to the supplementary questions section where the patient could complete tick box 'C' – "I do not know my chargeable status".
- GP practices are not required to make a decision on a patient's chargeable status.
- If a patient is unsure of their status, they may choose to not complete the supplementary questions. This should not prevent them from registering with the GP practice.

9. **A patient wanted to register herself and her child but unfortunately the patient didn't have any documents under her name and also doesn't have an EHIC, PRC or S1.**

Answer:

- Patients are not required to complete the supplementary questions in order to register with a GP practice.

The following guidance is taken from the [NHS England Patient Registration Standard Operating Principles for Primary Medical Care \(General Practice\)](#) Section 2.1:

Requesting information from patients

When applying to become a patient there is no regulatory requirement to prove identity, address, immigration status or the provision of an NHS number in order to register. However, there are practical reasons why a practice might need to be assured that people are who they say they are, or to check where they live, so it can help the process if a patient can provide relevant documents. There is however no contractual requirement to request this nor is establishing an individual's identity the role of General Practice.

Any practice that requests documentation regarding a patient's identity or immigration status must apply the same process for all patients requesting registration.

As there is no requirement under the regulations to produce identity or residence information, the patient **MUST** be registered on application unless the practice has reasonable grounds to decline. Registration and appointments should not be withheld because a patient does not have the necessary proof of residence or personal identification. **Inability by a patient to provide identification or proof of address would not be considered reasonable grounds to refuse to register a patient.**

10. **Is the GMS1 form available in large format?**

Answer:

The GMS1 form is available to GP practices in large format. This will be made available for download on the [PCSE portal](#).

11. **Is the new GMS1 form available in different languages?**

Answer:

As with the previous version of the GMS1 form, the revised form is currently only produced in English. We will review this decision if feedback from practices indicates there is demand for the form to be produced in different languages.

12. Is the GSI network secure to send DWP the S1 form?

Answer:

Emails sent to and from the NHS must be protected to the UK Government Secure Email Standard, to ensure that sensitive and confidential information is kept secure. Any email sent from an NHS.net address to the dwps1@nhs.uk address meets this standard.

13. What is meant by being ‘ordinarily resident’ in the UK?

Answer:

Entitlement to free NHS services outside of primary medical care is principally based on Ordinary Residence in the UK. An overseas visitor is any person who is not “ordinarily resident” in the UK. A person will be “ordinarily resident” in the UK when that residence is lawful, adopted voluntarily, and for settled purposes as part of the regular order of their life for the time being, whether of short or long duration. Nationals of countries outside the European Economic Area (EEA) must also have ‘indefinite leave to remain’ in the UK in order to be ordinarily resident here. A person who is ordinarily resident in the UK must not be charged for NHS services, except where statutory charges apply, e.g. prescription charges.

There is no requirement to be ordinarily resident in the UK to register with a GP practice as an NHS patient.

There is no requirement for an EEA national to have a ‘right to reside’ under the terms of the European Free Movement Directive, to meet the ordinarily resident test.

GP practices are not required to assess if charges apply to overseas visitors.

More information on ordinary residence can be found in Guidance documents at <https://www.gov.uk/government/publications/guidance-on-overseas-visitors-hospital-charging-regulations>

