

# Using the High Security setting on your practice clinical system

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Practices should only use High Security when requested to do so by PCSE.

**Any actions carried out under High Security only update the clinical system, and no information is sent to PCSE.**

High Security should only be used as a corrective measure for failed GP link transactions when PCSE advise it is necessary.

Typical examples of when High Security should be used are as follows:

## **Patient is active on the clinical system but not registered with PCSE**

The practice should manually deduct the patient under High Security using their security password, come out of High Security and then send a new registration through the GP links system as if they are registering the patient for the first time.

## **Patient has been deducted by PCSE but remains registered on the clinical system**

The practice should manually deduct the patient under High Security.

## **Patient's registration is unacknowledged on the clinical system but is registered with PCSE**

The practice should manually approve the registration under High Security. This will remove the patient from the 'unacknowledged list' on the practice clinical system.

If assistance is needed in manually deducting/approving registrations, please contact your clinical system supplier.

### **Please note:**

- All deductions should be sent via the GP links system
- Patients should not be manually deducted from your clinical system unless requested by PCSE
- Manual deductions made under High Security will only remove the patient from your clinical system and will not remove them from the NHS Spine system or NHAIS records. All three systems should match for patient safety reasons
- In the event that a manual deduction is made under High Security, please inform PCSE via the online enquiries form at [www.pcse.england.nhs.uk/contact-us](http://www.pcse.england.nhs.uk/contact-us). Please select 'Registrations' from the drop-down menu, and include the reason for the deduction and a forwarding address for the patient in the message.

