

Common reasons for rejection of patient registrations

Here are a few of the most common reasons for a registration request being rejected:

- **Birthplace has not been provided**

On a first registration or registration for an immigrant

- **No trace of address**

i.e. the address provided by the practice does not exist on Royal Mail post code finder, Google or on NHAIS (this is often due to spelling errors)

- **The patient's previous address was Scottish or Northern Irish**

If this is the case, please supply address and postcode in the 'previous address' field. You also need to send the registration request as a 'previously registered with NHS' type. This should enable the registration to be processed more efficiently

- **Where PCSE cannot trace the NHS number for the patient**

This can be helped by including all the information provided on the GMS1 form including previous names and addresses. If it is the patient's first registration in England or Wales having arrived from abroad, please ensure the correct 'registration type' is selected and the date of entry to the UK is supplied.



What is a rejection?

A rejection happens when a patient registration is sent from the practice clinical system to PCSE, and the Registrations Team do not have the correct information needed to process it. In this case, the team will send it back to the practice clinical system as a rejection, **along with the additional information required to successfully process the registration.**

