

Requesting the removal of patients from your practice list

Historically, there have been local variations in the immediate removals process. NHS England directed that from 5 February 2018, all immediate removals will be processed by PCSE within 24 hours of receipt of notification from the GP practice. This can either be by phone or by email. The incident must have been reported to the Police for the immediate removal to be processed. Secondary or local commissioner approval will not be necessary.

The updated policy includes a provision for the Special Allocation Scheme (SAS) provider to determine whether the removal request is appropriate.

To request removal of a patient from your practice list (either immediate or within eight days), please complete the form which can be downloaded from the 'Registrations' page of the PCSE website. Once complete, it should be sent to pcse.patientremovals@nhs.net.

Deducting patients

If you are deducting a patient for any of the following reasons:

- They have moved outside of the practice area and you do not wish to treat the patient under the Out of Area Scheme
- Mail has been returned as 'undelivered', or
- Whereabouts are unknown

Please note that PCSE will place the patient on a pending 30 day removal and reject the deduction request. Your practice will receive a notification of this rejection via the clinical system along with a rejection message confirming that the patient will be automatically deducted within 30 days.

A deduction request will then be sent on the 31st day or upon PCSE receiving a registration from another practice.

Please do not send repeat deduction requests for these types of patients.

