

Guidance on patient registrations for adopted patients

Invalid record on the Spine

If your system is showing that a patient record is invalid on the spine, this is because the NHS number has been invalidated by National Back Office. Please refer to your main contact who should have received the post-adoptive details from PCSE.

If the system is still flagging up an invalid record message, this may be because you have put the post-adoptive details on the pre-adoptive record. Please contact your system supplier for assistance in rectifying this error.

Patient registered on the spine but not with PCSE

If PCSE are chasing a registration for an adopted patient but you believe the registration has been done, it is likely that the registration has not been successfully received or processed by PCSE.

You should check on your clinical system for any rejected registrations for the patient and resubmit with a message stating FAO Sensitive Team. If there is no rejected registration, check the unacknowledged file on your clinical system for an entry. If an entry is identified, under high security/security controlled procedures approve the registration and then deduct them also under high security/using security controlled procedures and repeat the registration process as you normally would.

If the patient is showing as 'active' on the clinical system you will need to deduct the patient under high security/using security controlled procedures and repeat the registration process as you normally would.

If the patient is receiving letters with their pre adoptive details they must contact :-

NHSEI customer complaint centre

By post to:

NHS England
PO Box 16738
Redditch
B97 9PT

By email to: england.contactus@nhs.net. If you are making a complaint, please state: 'For the attention of the complaints team' in the subject line.

By telephone: 0300 311 22 33 opening hours are 9am to 3pm Monday to Friday, except Wednesdays when they open at the later time of 9.30am. Closed on bank holidays

I need further guidance

Further guidance on the process, including how to handle medical records for the patient can be found by going to the following link:-

<https://pcse.england.nhs.uk/help/registrations/adoption-and-gender-re-assignment-processes/>

If you any other queries relating to the case that are not answered in the guidance you can contact PCSE through an Online Form. The form can found on the Contact Us page of the PCSE website following the steps below.

1. Click on <https://pcse.england.nhs.uk/contact-us/>
2. Select **Patient Registrations** as the category
3. Select **Adoptions and Gender Re-assignment**
4. Select **Yes** if you have a CAS number already for the particular case, otherwise select **No** as your query is not an existing enquiry
5. Click **Begin**
6. Enter the case reference number if you have selected Yes
7. Complete all fields on the online form providing as much information as possible