***Mount Group Practice***

**Patients Removal Policy**

The Mount Group practice aims to provide the best possible health care for its patients. However, there may be circumstances when it would be considered reasonable, or in the best interests of the patient and practice staff, to remove patients from the list.

The purpose of this policy, therefore, is to define the practice guidelines for when it is reasonable to remove a patient from the practice list and to ensure that the process is dealt with fairly.

# Responsibility

Responsibility for implementing and monitoring the policy rests with the GP partners and the Practice Manager.

The Mount Group Practice re-affirms its commitment to do everything possible to protect staff, patients and visitors from unacceptable behaviour and the practices zero tolerance of any incident that causes hurt, alarm, damage or distress.

The Mount Group Practice will not remove patients on the grounds of: Race, Gender, Social class, Age, Religion, Sexual orientation, Appearance, Disability, Medical condition, Need for specific treatments, Relationship to a patient already removed from the list (unless there are grounds for concern in regard to staff and patient safety).

**Grounds for Removal**

## Irretrievable Breakdown of the Doctor-Patient Relationship

Where; a patients’ behaviour falls outside of that which is normally considered ‘reasonable’ and leads to an irretrievable breakdown of the doctor-patient relationship.

## Violence

When; a patient is physically violent or threatening towards a doctor, practice staff or other patients on the practice premises.

When; a patient causes physical damage to practice premises or other patient’s property. When; a patient gives verbal abuse or makes threats towards the doctor, practice staff or other patients.

When; a patient gives racist abuse, verbally or physically.

When; a patient is violent, or uses or condones threatening behaviour to doctors (or some member of the primary health care team) while visiting the patient’s home. Such behaviour may involve the patient, a relative, a household member, or pets (such as unchained dogs).

## Crime & Deception

Where; a patient fraudulently obtains drugs for themselves or another patient.

Where; a patient repeatedly reports lost or stolen prescriptions – especially those outlined in our policy on the prescribing and non-replacement of addictive drugs.

Where; a patient deliberately lies to the doctor or other members of the primary health care team (e.g. by giving false name of false medical history) in order to obtain a service or benefit by deception.

Where; a patient attempts to use the doctor to conceal or aid any criminal activity.

Where; a patient steals from practice premises.

## Distance

Where; a patient resides out of the designated practice area. They will be informed by phone, email or in writing and a removal will be sent via the registrations link to BSO advising the patient now resides beyond our boundary of 6 miles. This includes patients who choose to study at a University or College in the England, Scotland, Wales, South of Ireland and beyond. Temporary or Permanent registration should be sought close to their residence. We are happy to re-register as a regular patient, once their studies are complete and they have returned to an address within our 6 mile boundary. We are also happy to see register those patients who return home during holiday time, as temporary patients.

## Embarkation

Where a patient has moved abroad or in accordance with the data provided in their registration forms on their length of stay or the length of their visa – BSO will remove patient automatically depending on the information the patient has provided. If mail is returned as addressee has gone away, the practice will inform BSO and request a removal.

# Procedure for Removal

* The GP partners and the practice manager will discuss the need for removal of a patient, as they arise with the exception of reasons of distance and embarkation. In some cases a warning may be issued instead of a removal.

* The practice will write to the patient advising them of their imminent removal, the reason for the removal, with or without prior warning and provide them with the contact information for BSO, should they have problems gaining voluntary acceptance with another GP surgery.

* Acts of violence, theft and illegal gain of prescription medication will be reported to the PSNI.

The practice always endeavours to comply with the HPSS (General Medical Services) Regulations (NI) 2004

[The Health and Personal Social Services (General Medical Services Contracts) Regulations (Northern Ireland) 2004 (health-ni.gov.uk)](https://www.health-ni.gov.uk/sites/default/files/publications/dhssps/hpss-gms-regs-140-2004.pdf)