Patient Registration

Family Practitioner Services

Business Services Organisation

Registration Team

* Two separate teams
* Registration Team – 14 staff members
* Post Team – 6 staff members
* Service 320 GP Practices across NI

Average Monthly Figures

* Patient Registrations Processed – 8,000
* Medical Records Processed – 8,000
* Demographic Amendments – 20,000 (40% require manual intervention)
* Patient Deductions – 2,700
* Phone Calls – 1,500

Importance of Registration

* Allocation of HCN – Referrals, Dental & Ophthalmic Treatment
* Data Set – Cancer screening programs
* Medical Charts
* Global Sum Payment

Best Practice Guidance for GP Links Transactions

HSC Business Services Organisation

REGISTRATIONS

Please ensure **all details** on all registrations are completed **in full**.

BIRTH REGISTRATIONS

⇨ Birth Registrations - Only on receipt of HS123.

⇨ Ensure full details of the child are completed on screen, as on HS123.

✗ ***Do not*** *register a birth via GP Links until HS123 has been received by the Surgery.*

✗ ***Do not*** *insert GP Note unless required.*

NEW PATIENT REGISTRATIONS

Internal transfers

⇨ Complete HS200 - Surgery to retain application form.

✗ ***Do not*** *insert GP Note.*

GB Transfers

⇨ Complete HS200 and supporting documents sent to BSO.

✓ ***Insert GP Note*** - "Documents in post".

All other registrations

⇨ HSCR1 to be completed and supporting documents sent to BSO.

✓ ***Insert GP Note*** - "Documents in post".

AMENDMENTS

Addresses	✓ Ensure address is completed in full.
Name Changes Marriage	✓ Ensure Surname & Title are amended on screen. ✗ Documents are not required. ✓ ***Insert GP Note*** - "Name change due to marriage."
Name Changes Other *	✓ Documentation is required – Send to BSO. ✓ ***Insert GP Note*** - "Documentation forwarded."
Date of Birth Amendment *	✓ Documentation required. ✓ ***Insert GP Note*** - "Date of Birth Incorrect – Documents in post."

OUTSIDE AREA REQUESTS

✓ Address amendment & Outside Area Notification to be processed through GP Links not by email.

✓ Insert GP note – "O/A GP not willing to attend".

✗ Do not request deduction – the patient will be deducted within 30 days of outside area notification.

GP NOTES/MESSAGES ON GP LINKS

✗ Address changes ***do not*** require GP Note.

✗ Birth Registrations and NI Transfers ***do not*** require GP Note.

✓ GB Transfers and 1st Acceptance /Immigrants ***do require*** GP Note.*

✓ Outside Area address changes ***do require*** GP Note.*

***Requires Documentation to be forwarded to BSO**

Patient Removals

* Outside area removals – 30 Days
* Breakdown in relationship – 8 Days
* Violent Patient Removal – Immediate
* Patient Request – 14 Days
* Please ensure you are following the GMS Regulations

Patient Removals

* Death Deductions – Practice has been informed the patient is now deceased**.
* Embarkation – Patient has left the country.
* Other Reasons – Various reasons e.g. whereabouts unknow/hasn’t been seen.

Refusal of Registration Requests

* Patient is outside catchment area.
* Patient has been removed before through breakdown in relationship.
* Patient is on the violent patient register.
* Follow GMS Regulations at all times.

Important System Alerts

* FP69 – Notification of Returned Mail
  - Please contact the patient to verify the address – Patient will be removed in 6 months if address is not verified or amended.

* FP22 – Medical Record Reminders
  - Every practice will received weekly reminders for medical records outstanding, please return medical records as soon as the patient deduction request is received.

* Pending Registration Report
  - Please review fortnightly report & follow up on pending documentation, if the patient is no longer intending on registering please ask for the registration request to be cancelled.

Important Information

* Please submit registration forms via email – Insert name of patient in subject field.
* Please provide HCN when registering.
* Please do not submit a registration request with out collecting the required documentation.
* Please do not submit hard copy forms if you have already submitted an email.
* Please do not insert GP notes unless they are required.
* Please return Medical Records for adopted children when prompted.

GP2GP Contact Details

* Louise McGee GP2GP System Manager
* Telephone – 028 95 361144
* Email – louise.mcgee@hscni.net

Registration Team Contact Details

Queries

* Email address – registration.queries@hscni.net
* Telephone number - 028 95 360333
* For urgent queries please insert “Urgent Query” in subject field and mark the email as urgent.
* For Outside Area requests please insert “Outside Area” in subject field and mark the email as urgent

Registration Team Contact Details

Registration Paperwork

* For submission of registration paperwork please email : registrationlinks@hscni.net
* Do not send hard copy paperwork if you are submitting forms via email.
* Insert patient name in the subject field of email.
* Please only send one form per email.

Access to Health Care Contacts

* Patient and Practice guide available on BSO website
* FAQ's available on BSO website
* Please phone – 028 95 363845
* Email – accesstohealthcare@hscni.net