

## **Ormeau Health Centre**

### **Patients Removal Policy (Updated March 2022)**

Ormeau Health Centre 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.

Ormeau Health Centre 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.

Ormeau Health Centre 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 4 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 4 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.

### **Failure to attend pre-booked appointments**

When; a patient fails to attend pre-booked appointments on a number of occasions, during a given period. The patient will be given a written warning advising that no further non-attendances were to occur in a designated time frame (normally 6 months) or the patient would be removed from the practice list. The removal will be communicated in writing advising the patient they would be removed under the BSO 30 day removal policy. This ensures sufficient time for the patient to register at another practice.

### **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 record minutes of the meeting ensuring the reasons for removal or warning are clearly identified. In cases where a patient has not been given a written warning advising they are at risk of being removed, a reason for not providing a warning must be recorded. The practice reserves the right to remove a patient without warning if the reason for the removal is: a) crime, deception, violence b) irretrievable breakdown in the doctor/patient relationship if the practice can demonstrate reasonable grounds in believing that issuing a warning would be harmful to the patient's mental or physical health, or put practice staff at risk or simply not practicable.
- 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.

