

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Sefton Practices – Temporary Residents	Doc. No.	PCS026
Scope	All staff		
Purpose	In order to avoid any form of discrimination based on criteria other than those set out below, the practice policy relating to the registration of temporary residents will apply equally to UK residents visiting the practice area, and to those visiting from overseas.		
PROCEDURE		RESPONSIBILITY	
1.	<p>Applications for temporary registration will be subject to:</p> <ul style="list-style-type: none"> • Completion of a GMS3 Form • Registration of an address within the practice area • Completion of a Health Questionnaire and a subsequent health check consultation • Production of TWO forms of identification from the following list, one of which will verify the registration address and patient / family name: <ul style="list-style-type: none"> ○ Bank card/ credit card ○ National Insurance/NHS number card ○ Recent bank statement ○ Recent utility bill ○ Recent correspondence from a government body ○ For patients from overseas – a passport or ID card 	Patient	
2.	Review of the application to register (temporary or permanent) will be completed by the Practice Manager.	Practice Manager	
3.	In the UK a patient can only be a temporary patient for a maximum of three months. After that they must become a regular patient.		
4.	<p>Where a patient is unable to satisfy the above criteria, refer to the Practice Manager who will review the application.</p> <p>Note: the requirement to produce identification to satisfy the residency criteria within the practice area is not an official requirement and may be dispensed with.</p>	Practice Manager	

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Title	Sefton Practices – Temporary Residents		Doc. No.	PCS026
Version	V1			
Supersedes	N/A New SOP			
Approving Managers/Committee	Head of Service			
Date Ratified	July 2019			
Department of Originator	Service Delivery			
Responsible Executive Director	Director of Service Delivery			
Responsible Manager/Support	Head of Service			
Date Issued	July 2019			
Next Review Date	July 2020			
Target Audience	All staff			
Version	Date	Control Reason	Accountable Person for this Version	
V1	July 2019	Existing guidance document transferred to PC24 SOP	Head of Service	
Reference documents		Electronic Locations	Locations for Hard Copies	
		Primary Care 24 Intranet / Corporate Policies/ Current SOPS/	Standard Operating Procedures File in the Call Centre.	
Document Status: This is a controlled document. Whilst this document may be printed, the electronic version maintained on the PC24 Intranet is the controlled copy. Any printed copies of the document are not controlled.				

Appendix 1 - First letter

Dear

I have noticed from our records that you failed to attend *[insert number]* consecutive appointments at the surgery.

This may have been an oversight on your part, but I need to bring to your attention that the practice now has a policy regarding missed appointments and I enclose an explanation leaflet for you to explain the procedure.

If you have specific problems that you wish to discuss that are preventing you from informing us when you cannot attend for an appointment, then please ring me on the above telephone number and I will try and help where I can.

Thank you for your co-operation in this matter.

Yours sincerely,

Practice Manager