

Policy for removal of patients from practice list.

Pontardawe Primary Care Centre aims to provide the best possible health care for their patients. However there may be circumstances when it would be considered reasonable, or in the best interests of the patient, 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 any concerns about removing patients from the list are dealt with fairly

Situations which justify removal

Violence

When a patient:-

- ≡ Is physically violent or threatening towards a doctor, practice staff or other patients on the practice premises.
- ≡ Causes physical damage to practice premises or other patient's property.
- ≡ Gives verbal abuse or makes threats towards the doctor, practice staff or other patients.
- ≡ Gives racist abuse, verbally or physically.
- ≡ Is violent, uses or condones threatening behaviour to doctors (or any other members 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 non-medical reasons.
- ≡ Deliberately lies to the doctor or other member of the primary health care team (e.g. by giving a false name or false medical history) in order to obtain a service or benefit by deception.
- ≡ Attempts to use the doctor to conceal or aid any criminal activity.
- ≡ Steals from practice premises.

Distance

- ≡ Where a patient has moved out of the designated practice area and has failed to register with another GP.

Embarkation

- ≡ Where a patient has moved abroad for a period of 6 months or more.

Failure to attend pre-booked appointments

- ≡ Where a patient fails to attend pre-booked appointments on a number of occasions during a given period.

Irretrievable Breakdown of the Doctor-Patient Relationship

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