



# TABLED QUESTIONS FOR PPG MEETING MONDAY 22<sup>ND</sup> MAY 2017

- 1. Does Paxton Green accept every new patient who submits a completed registration form, as long as s/he is entitled to NHS care and lives within the catchment area? If not, under what circumstances might an application be queried or even rejected?**

The Practice accepts all new patients that fit the criteria of living in the catchment area. Patients who live just outside our catchment area can apply for registration under the category of '*Out of Area*'. It is made clear to the patient that if their Out of Area registration is accepted then they are not entitled to home visits.

A patient requesting to register under the '*Out of Area*' category can be refused and there is no requirement on the part of the practice to provide a reason. If, for example, it is likely that a patient would need regular home visits, then they will be advised to register with a GP closer to their home address.

- 2. What is the policy at Reception when patients hand in letters for doctors? Do the receptionists have to read the letters before passing them on to the relevant doctor?**

The practice policy for patients that hand in letters for doctors is that the receptionist will read the contents of the letter before the patient leaves the Practice. This is to ascertain whether the letter can be redirected, in order to avoid unnecessary delays for the patient. All staff have confidentiality clauses in their contracts which covers the receipt of letters and all other aspects of their work.

We have systems in place in order to work both effectively and efficiently, for instance:

- a medication change or update does not need to go to a GP as we have a pharmacist onsite who is able to deal with these changes.
- results from the hospital, in the majority of cases, will already be on our clinical system
- a letter may not be immediately urgent, however if it is left for a GP that is on annual leave, there will be an unnecessary delay in a response to the patient where another GP could have followed up the query

These are just a few examples of why it is necessary for staff to vet letters that are handed in at reception. Letters are normally scanned and filed into the patient records.

**Dr Stephen Miller  
May 2017**