

# Camberwell Green Surgery

## New Patient Registration and Health Check Policy

Version:	Review date:	Author:	Position:	Comments:
2020	April 2021	Isabelle Senft	PM	
2021	April 2022			

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## 1 Introduction

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### 1.1 Policy statement

Camberwell Green Surgery conforms to the primary medical care standard operating principles in ensuring that there is equitable access for all patients who wish to register themselves as a patient with the organisation. In conjunction with this, new registrants will be invited to attend a new patient health check appointment within one month of joining the organisation.

For existing patients, the organisation will offer an NHS Health Check which is a prevention programme aimed at reducing the chance of a heart attack, stroke or developing some forms of dementia in the patient age group 40 – 74.

This is achieved by assessing the seven most relevant risk factors which result in increases in the prevalence of non-communicable disease in England by providing patients with behavioural support and, if required, pharmacological treatment.

This policy will outline the requirements and process for registration and health checks at Camberwell Green Surgery

### 1.2 Principles

It is a contractual requirement that, once registered, all patients must be invited to participate in a new patient health check. However, neither registration nor clinical appointments should be delayed because of the unavailability of a new patient health check appointment.<sup>1</sup>

In addition, there is a requirement to conduct an NHS Health Check for all registered patients between the ages of 40 and 74 once in a five-year period who are then recalled every five years from the date on which the previous health check was offered, while they remain eligible. The overall aim of the check is to afford patients the opportunity to improve their health and to live longer, healthier lives.

The NHS Health Check is comprised of three elements:

- Risk assessment
- Risk awareness
- Risk management

The outcome of the check is used to raise awareness of risk factors, as well as being a mechanism to advise the patient regarding changes to lifestyle and, if necessary, medical intervention in order to reduce the risk and manage the patient effectively.<sup>2</sup>

### 1.3 Status

The organisation aims to design and implement policies and procedures that meet the diverse needs of our service and workforce, ensuring that none are placed at a

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<sup>1</sup> [Patient Registration SOPs for Primary Medical Care \(General Practice\)](#)

<sup>2</sup> [Public Health England, NHS Health Check best practice guidance. \(October 2019\)](#)

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disadvantage over others, in accordance with the Equality Act 2010. Consideration has been given to the impact this policy might have in regard to the individual protected characteristics of those to whom it applies.

This document and any procedures contained within it are non-contractual and may be modified or withdrawn at any time. For the avoidance of doubt, it does not form part of your contract of employment.

## 1.4 Training and support

The organisation will provide guidance and support to help those to whom it applies to understand their rights and responsibilities under this policy. Additional support will be provided to managers and supervisors to enable them to deal more effectively with matters arising from this policy.

## 2 Scope

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### 2.1 Who it applies to

This document applies to all employees, partners and directors of the organisation. Other individuals performing functions in relation to the organisation, such as agency workers, locums and contractors, are encouraged to use it.

### 2.2 Why and how it applies to them

The new patient health check and the NHS Health Check are associated with the Quality and Outcomes Framework (QOF). If a number of assessment, management and quality indicators are achieved, Camberwell Green Surgery will be rewarded for the provision of quality care.

Furthermore, there is a legal duty<sup>3</sup> for the provision of the following:

- All eligible patients aged 40-74 are to be offered an NHS Health Check once every five years
- The check will include specific tests and measurements
- Ensuring that patients are advised of their cardiovascular risk score, as well as other results, in a manner which they understand
- The recording of specific data in the patient's healthcare record

## 3 Patient registration

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### 3.1 Legislative compliance

Camberwell Green Surgery will adhere to the terms of its contract and not refuse patients' applications to join the organisation on the following grounds:

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<sup>3</sup> [National Health Service Act 2006](#)

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- Race
- Gender
- Social class
- Age
- Religion
- Sexual orientation
- Appearance
- Disability
- Medical conditions

## 3.2 Declining applications

The organisation is, however, permitted to decline a patient's application to join the practice if:

- The commissioner is in agreement that the organisation list may be closed to new patients
- There are reasonable grounds to do so, e.g. the patient has previously been removed from the organisation list

Any refusals will be confirmed in writing to the patient, with the reasons fully stated, within 14 days of the refusal. The date and reason for refusal will be recorded along with the name of the patient and this information will be made available to commissioners if requested.

Patients will not be refused if they are registered with another local organisation.

## 3.3 Organisation area

Camberwell Green Surgery may register new patients who reside outside the organisation area if it is clinically appropriate to do so and the patient is advised that the organisation is not obliged to undertake home visits or provide immediately necessary treatment when the patient is at home.<sup>4</sup>

Patients outside the organisation area may wish to register with the organisation for a number of reasons:

- Closeness – it is closer to the patient's place of work or dependents' school
- Residence – they reside in the area during the week but their permanent home address is in another area
- Moved to a new house – but do not want to change GP
- Choice – access and services are better

The organisation is to provide this group of patients with information regarding who to contact when they have an illness or injury at home which prevents them from attending this organisation. The templates provided in the reference material at footnote four are to be used.

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<sup>4</sup> [NHS England Choice of GP Practice](#)

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## 3.4 Registering the patient

All new patients will be required to complete a new patient registration form which includes a new patient health questionnaire.

Completed forms are to be passed to Sue White who will carry out the necessary administrative action and facilitate the transfer of the patient's records using GP2GP.

## 3.5 Registering children

If a child under the age of 16 attempts to register alone, or with an adult who does not have parental responsibility for the child, the organisation safeguarding lead is to be informed. It is recommended that the organisation gains assurance by:

- Obtaining proof of identify for each child (i.e. birth certificate)
- Ensuring that an adult with parental responsibility is present at registration (and can prove they have parental responsibility)
- Offering the child a new patient health check
- Obtaining supporting documentation from official sources, i.e. previous GP, social workers, etc.

Where doubt exists, the organisation safeguarding lead is to be informed and appropriate actions taken.

The template at Annex B should be used when registering children.

## 3.6 Registering veterans

The responsibility for the provision of healthcare to Armed Forces personnel rests with Defence Primary Health Care (DPHC). When service personnel leave and become Armed Forces veterans, their primary healthcare becomes an NHS responsibility.

Veterans will be provided with copies of their medical records which they will give to their new practice during registration. Armed Forces veterans are entitled to priority treatment if their injury or condition came about as a result of their service. Further guidance can be found [here](#).

## 3.7 Assessing patient ID at registration<sup>5</sup>

Seeing some form of ID will help to confirm the correct matching of a patient to the NHS central patient registry to ensure previous medical notes are passed onto Camberwell Green Surgery. It is therefore legitimate for this organisation to ask for patient ID as part of our registration process.

However, should any patient not possess any form of identity, we must be equally non-discriminatory in our approach to any prospective patients as this may affect the registration of certain groups within the community. Therefore, the organisation should not routinely expect a patient to present photographic proof of identity as this could be considered to be discriminatory.

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<sup>5</sup> [Patient Registration SOPs for Primary Medical Care \(General Practice\)](#)

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The majority of patients will not find it difficult to produce ID/residence documentation. However there will be some patients who do live in the organisation area but who are legitimately unable to produce any of the listed documentation.

Examples of this may be:

- People fleeing domestic violence who are staying with friends or family
- People living on a boat, in unstable accommodation or street homeless
- People staying long term with friends or family but who are not receiving bills
- People working in exploitative situations whose documents have been taken by their employer
- People who have submitted their documents to the Home Office as part of an application process
- People trafficked into the country whose documents were taken on arrival
- Children born in the UK to parents without documentation

Reasonable exceptions therefore need to be considered and the individual registered with sensitivity to their situation.

If a patient cannot produce any supportive documentation but states that they reside within the practice boundary then the organisation is to accept the registration. Where necessary, e.g. for homeless patients, the organisation can use the organisation address to register them if they wish.

Additionally, for patient safety reasons, where possible at registration we will ensure that we have a way of contacting the patient should the need arise.

## 3.8 Temporary residents

Temporary residents are entitled to the full range of services provided by this organisation and are classified as patients who are in the local area for a period of more than 24 hours but no longer than three months.

## 3.9 Registering patients prior to release from prison etc.

The process for registering patients prior to their release from the “secure residential estate” which includes prison, immigration removal centres, young offender institutions or secure training centres are outlined in this flow diagram.<sup>6</sup>

## 4 The NHS Health Check

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### 4.1 Inclusion criteria

As previously stated, the NHS Health Check is for patients aged between 40 and 74. Patients aged between 65 and 74 will also be advised of the signs and symptoms of dementia and, if appropriate, signposted to memory services.

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<sup>6</sup> [Process for registering patients prior to their release from the secure residential estate.](#)

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## 4.2 Exclusion criteria

The following patients are excluded from the NHS Health Check programme as they should already be receiving the appropriate management:

- Coronary heart disease
- Chronic kidney disease (CKD) which has been classified as stage 3, 4 or 5<sup>7</sup>
- Diabetes
- Hypertension
- Atrial fibrillation
- Transient ischaemic attack
- Hypercholesterolemia (familial hypercholesterolemia)
- Heart failure
- Peripheral arterial disease
- Stroke
- Prescribed statins
- Patients who have previously had a check and have been found to have a 20% or higher risk of developing cardiovascular disease over the next ten years

Patients over the age of 74 **are** permitted to request a health check should they have any concerns or questions.

## 4.3 Tests

The following are mandatory requirements of the NHS Health Check Best Practice Guidance<sup>8</sup> and are to be recorded within the patient's healthcare record.

Where the risk assessment has been conducted outside the patient's GP organisation it is a requirement by law that the information is to be forwarded to that patient's GP (pp10 of the above footnote refers)

- Age
- Gender
- Smoking status
- Family history of CHD
- Ethnicity
- Body Mass Index (BMI)
- Cholesterol level
- Blood Pressure (BP)
- Physical activity level
- Alcohol use disorders identification test (AUDIT) score
- Cardiovascular risk score

## 4.4 Results

Patients undergoing the NHS Health Check are to be advised of the following:

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<sup>7</sup> [NICE Clinical Guidance \[CG182\] Chronic Kidney Disease in Adults: Assessment and Management. \(Jan 2015\)](#)

<sup>8</sup> [NHS Health Check Best practice guidance. \(Updated March 2020\)](#)



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- Body Mass Index (BMI) score
- Cholesterol level
- BP result
- AUDIT score
- Cardiovascular risk score

Patients aged between 65 and 74 are to be made aware of the signs and symptoms of dementia and signposted to memory services as appropriate (pp8 of footnote 8 refers).

## 4.5 Cardiovascular risk assessment specifics

Specific information regarding the use of QRISK® 2 for the cardiovascular risk assessment of patients is provided in Chapter 3 of the NHS Health Check Best Practice Guidance (footnote 2).

## 4.6 Care Quality Commission requirements

The CQC expects the organisation to support patients, promoting a good quality of life, based upon best evidence. Key line of enquiry (KLOE) E5<sup>9</sup> asks: 'How are people supported to live healthier lives and how does it improve the health of its population?' Camberwell Green Surgery will need to answer a series of questions including:

- Are people identified who may need extra support?
- How are people involved in regularly monitoring their health, including health assessments and checks where appropriate and necessary?
- Are people who use services empowered and supported to manage their own health, care and wellbeing and to maximise their independence?
- Where abnormalities or risk factors are identified that may require additional support or intervention, are changes to people's care or treatment discussed and followed up between staff, people and their carers where necessary?
- How are national priorities to improve the population's health supported? (For example, smoking cessation, obesity, drug and alcohol dependency, dementia and cancer?)

## 4.7 Identifying eligible patients

Camberwell Green Surgery identifies eligible patients by developing and using searches, using the appropriate Read/SNOMED codes, which ensure the selection of the eligible population.

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<sup>9</sup> [CQC Key Lines of Enquiry Prompts Ratings and Characteristics. \(November 2017\)](#)

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## 4.8 Recall process

Ideas for increasing the uptake of NHS health checks are to be found in Public Health England's Top Tips sheet.<sup>10</sup>

There is also a useful guide on low cost ways to increase NHS Health Check attendance as a result of a randomised trial which personalises the invitation letter and the use of text messages to support it.<sup>11</sup>

Letters are to be sent to all eligible patients and the information is recorded on the individual's healthcare record and read codes used accordingly.

The template for the National NHS Health Check invitation letter can be found [here](#).

Should a patient not respond, a follow-up letter is to be sent one week later. Again this is to be recorded in the individual's healthcare record and the appropriate read code used. Patients are to receive three recall letters and, should they fail to respond, this should be recorded within the patient's healthcare record and read-coded accordingly.

Staff may invite patients for the NHS Health Check via telephone or text (if applicable). All invitations are to be recorded in the patient's healthcare record and coded with the appropriate read/SNOMED code.

## 4.9 Additional resources

Further resources, such as appointment cards, flyers and templates, can be found [here](#).

## 5 New patient health check

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### 5.1 Eligibility

All patients registering at Camberwell Green Surgery will be invited to attend an appointment for a new patient health check.

### 5.2 Purpose

The purpose of the new patient health check is to discuss any existing conditions with the patient, whilst also taking the opportunity to review the patient's lifestyle and make recommendations through evidence-based advice in order to improve the lifestyle of the patient.

### 5.3 Patient invitation

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<sup>10</sup> [Public Health England Top Tips for Increasing Uptake of NHS Health Checks.](#)

<sup>11</sup> [Low cost ways to increase NHS Health Check Attendance.](#)

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Patients will be invited to attend a new patient health check when they register with the organisation. Ideally, this appointment will be arranged for a date within one month of the patient registering at the organisation.

Patients are to be advised that they can be seen by a GP or nurse prior to this check, but will still need to attend the original appointment for the check as planned.

## 5.4 Recording information

All staff are to ensure that they accurately record invitations and use the appropriate SNOMED/read-code for a new patient health check in each patient's healthcare record.

## 6 Summary

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It is the responsibility of all staff at Camberwell Green Surgery to ensure that patients are registered appropriately and that they understand the difference between the NHS Health Check for patients 40–74 years old and the new patient health check which is for all patients on first registering with the organisation.

Patients must also be advised of what each check entails, the requirement for the organisation to undertake the checks and, most importantly, that the checks are preventative measures with an overall aim of increasing patient well-being and helping patients to live longer.

**Please note, it is your responsibility to keep the practice up to date with any changes to your address, telephone number or email address.**

Thank you for completing this form.

Please return this form to a member of the reception team who will make an appointment for your new patient health check.