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**Healthwatch was established in 2013 in accordance with the Health and Social Care Act 2012. Within this legislation Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by Local Healthwatch to a service provider/commissioner.**

### Report & Recommendation Response Form

Report sent to: HOWDON, Maria (NHS SOUTH EAST LONDON CCG)  
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Date sent: 12/4/2022

Title of Report: **Registering with a GP Practice: Access to Primary Care in Greenwich**

**Response** If there is no response, please provide an explanation for this within the statutory 20 days – by 12<sup>th</sup> May 2022.  
**Please note: This form and its contents will be published by Healthwatch Greenwich.**

Date of response provided	17 <sup>th</sup> May 2022
General response <sup>1</sup>	The CCG is grateful to Healthwatch colleagues for highlighting the challenges experienced by people when seeking to register with general practice in the Borough.

<sup>1</sup> Please expand boxes as needed for your response.

Response to recommendation 1.	<p><i>SEL CCG (Greenwich) to remind all practices of the NHS guidelines on registration; patients are not required to provide proof of ID or address or immigration status to register as a new patient</i></p> <p>We will remind practices and re-circulate the NHSE guidelines and discuss at the next Practice Manager's Forum scheduled for June 2022.</p>
Response to recommendation 2.	<p><i>SEL CCG (Greenwich) to encourage practices to use a standardised online and paper registration form that makes clear that documentation is not required</i></p> <p>We will suggest to practices that the use of standardised materials making clear that there is no requirement to provide documentation, other than in the instance mentioned below in relation to online services, when registering may be an area of further exploration.</p>
Response to recommendation 3.	<p><i>GP websites to use a standardised, best practice, form of wording regarding patient registration e.g., no proof of ID, address, or immigration status is required.</i></p> <p>We will explore the feasibility of using standardised wording and registration processes with colleagues and practice website providers.</p>
Response to recommendation 4.	<p><i>Call handling staff to be reminded that proof of address and identity are not required for patient registration.</i></p> <p>This will form part of the reminder, re-circulation of documentation and discussion with Practice Manager colleagues mentioned under 1 above.</p>
Response to recommendation 5.	<p><i>Call handling staff to be reminded that not everyone can access websites and paper forms as alternatives should be actively offered.</i></p> <p>This will form part of the reminder, re-circulation of documentation and discussion with Practice Manager colleagues mentioned under 1 above.</p>
Response to recommendation 6.	<p><i>Call handling staff to be reminded that support to complete registration forms should be offered or patients signposted to organisations (such as Healthwatch Greenwich) that can help in this way</i></p> <p>This will form part of the reminder, re-circulation of documentation and discussion with Practice Manager colleagues mentioned under 1 above.</p>
Response to recommendation 7.	<p><i>Call handling staff to be reminded to offer access to interpreting services, and not to assume that family/friends can be called upon, or that it is always appropriate for family or friends to interpret.</i></p>

	This will form part of the reminder, re-circulation of documentation and discussion with Practice Manager colleagues mentioned under 1 above
Response to recommendation 8.	<p>As outlined by LMC colleagues in their response, NHS Digital require practices to verify patient ID (photo and address) when registering for online services. This is to avoid breaching Data Protection Laws and gaining access to another person's medical records.</p> <p>It is important to recognise that there are two processes for registration – the first for general practice registration and the second to register for online services.</p>
Signed:	Maria Howdon
Name:	Maria Howdon
Position:	Acting Integrated Commissioning Director (Primary Care Greenwich)