



## Greenwich GP Access Report 2017



---

**We know that you want local services that work for you, your friends and family. That's why we want you to share your experiences of using health and care services with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.**

**We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.**

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

© Copyright Healthwatch Greenwich August 2017



# Contents

<b>Contents</b> .....	<b>3</b>
<b>1 Introduction</b> .....	<b>4</b>
1.1. Acknowledgements .....	4
1.2. Disclaimer .....	4
1.3. Context .....	4
1.4. Strategic drivers.....	6
<b>2 GP Access Audit</b> .....	<b>9</b>
2.1. Methodology .....	9
2.2. Summary of findings .....	9
2.3. Charts.....	10
<b>3 NHS Regulations and Guidance</b> .....	<b>12</b>
3.1. NHS regulations .....	12
3.2. GP Contracts.....	12
3.3. Care Quality Commission - Standards of care.....	12
3.4. Greenwich CCG Commissioned Report - Staff Attitudes .....	13
3.5. ‘My Right to Access Healthcare’ cards.....	14
<b>4 Conclusions</b> .....	<b>16</b>
4.1. Access to GP services - GP registration.....	16
4.2. De-registration .....	17
4.3. GSM 1 Form - Patient Registration Form .....	18
<b>5 Recommendations</b> .....	<b>19</b>
<b>6 Service provider responses</b> .....	<b>20</b>
<b>7 References</b> .....	<b>22</b>
<b>Appendix 1: HWG phone audit form</b> .....	<b>23</b>
GP access phone audit .....	23
Introduction: .....	23
Questions: .....	23
<b>Appendix 2: Phone audit raw data</b> .....	<b>25</b>
<b>Contact us</b> .....	<b>31</b>

---

# 1 Introduction

## 1.1. Acknowledgements

Healthwatch Greenwich would like to thank the GP practices, service users, and staff for their contribution to the work programme of Healthwatch Greenwich.

## 1.2. Disclaimer

Please note that this report relates to findings observed on the specific date(s) stated. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

## 1.3. Context

The impetus for this project was generated from the outreach work Healthwatch Greenwich undertakes with Greenwich Migrant Hub. The Migrant Hub provides advice and legal support to people that have Nil Recourse to Public Funds (NRPF). Healthwatch provides advice on health services, as well as engaging with the clients to obtain their views and experiences on the health and social care services.

Initial data indicated a rise in the number of families that were experiencing difficulties registering with a GP, especially those who were homeless or in emergency accommodation. The main message was that to register, the GP practices were requesting, in some cases, passports/photo ID as well as 2 proofs of address. If the patient was unable to provide these documents then they were not able to register. These registration requirements do not comply with NHS England guidance<sup>1</sup>.

In 2015, Greenwich Clinical Commissioning Group (GCCG) ran a GP registration campaign which produced a leaflet “Is everyone in your household registered with a GP”. This leaflet provided advice on how to register. Included on the leaflet, in bold, was the statement that your “immigration status does not affect your right to register with a GP, in fact you shouldn’t even be asked.” This information was incorporated into the leaflet following concerns by GCCG that some black and minority ethnic (BME) residents were reluctant to register because of their immigration status.

---

In October 2016, Greenwich's GP walk-in centres were closed and replaced by a GP Access Hub. The Access Hub provides weekend appointments (9am to 5pm on Saturdays and 9am to 1pm on Sundays), accessed via a Greenwich GP or by calling the NHS111 service. However, to be able to use the Access Hub service, a patient needs to be already registered with a Greenwich GP, in part to enable access to their medical records.

Some of the key strategic drivers for the action by NHS England, and the campaign by GCCG, was to improve access to GP services, reduce the number of unregistered patients attending Accident and Emergency, and to ensure that the most vulnerable people would be able to access health care services.

In addition, there was concern that patients could be at risk of being de-registered from a GP list if they were identified as "ghosts". "Ghost" patients are people that have not used their GP practice for 5 years. The aim being to "cleanse" the GP patient list of any patients that could have died, moved away, or left the country.

The accuracy of the patient list is vital as it is directly related to the funding the practice receives. The GP practice has a duty to provide this list to NHS England, who have commissioned a private contractor (Capita) to contact the patient. A key component of confirming registration details is providing an address. For people who have become homeless, don't have ID or are in emergency housing this can be very difficult. In addition to this, once a GP has asked for the removal of a patient from their list, there is no way for the patient to stop, suspend or appeal against removal. We are concerned about the lack of checks and balances in this process and will make comments to this effect in our recommendations

Healthwatch Greenwich decided to carry out an audit of the registration process of all GP practices. Undertaking the audit, combined with various bits of feedback from local patients, has given us valuable insight into the GP patient registration and de-registration processes.

With GCCG now taking on responsibility for commissioning primary care services, including the management of the GP contract, this report's recommendations are intended to help both them and local GPs to improve the patient registration process (and potentially reduce the pressure on the Accident and Emergency and Urgent Care Centre).

---

## 1.4. Strategic drivers

GP patient registration is fundamental in ensuring that patients can exercise their right to access to primary care services. The role of primary care is pivotal in achieving this, acting as gatekeeper to the health system and the main point of contact for the patient. Registration is the first step in the journey.

### NHSE Patient Registration Standard Operating Principles for Primary Medical Care (General Practice)<sup>1</sup>

In December 2016, the NHS England updated its registration guidance. It stated:

“The reason for issuing this guidance now is evidence of an increasing number of patients finding it difficult to register with some GP practices. This is because they cannot provide documentation to the practice in support of who they are or where they live and the subsequent problems they have in accessing health care. The guidance is designed to clarify the position for all patients, in particular though this issue is affecting migrants and asylum seekers who do not have ready access to documents”.

The Guidance goes on to say that:

“If a patient cannot produce any supportive documentation but states that they reside within the practice boundary then practices should accept the registration.

“Where necessary, (e.g. homeless patients), the practice may use the practice address to register them if they wish. If possible, practices should try to ensure they have a way of contacting the patient if they need to (for example provide test results). “

The Guidance also provides examples of people who are legitimately unable to produce any of the listed documentation. These include;

- People fleeing domestic violence staying with friends or family,
- People living on a boat, in unstable accommodation or street homeless,
- People staying long term with friends but who aren't receiving bills,
- People working in exploitative situations whose employer has taken their documents,
- People who have submitted their documents to the Home Office as part of an application,
- People trafficked into the country who had their documents taken on arrival,

- 
- Children born in the UK to parents without documentation.

NHS England are expecting GP Practices to act reasonably and that the individual be registered with sensitivity to their situation.

### Greenwich Clinical Commissioning Group

Recent research conducted by the Royal Borough of Greenwich (RBG) estimated that those not registered with a GP was between 1.2% and 5.4% of the Greenwich population<sup>2</sup>. The research suggested that specific groups were more likely to be unregistered than others. The Picker Institute was commissioned to undertake research with some of these groups, to better understand the unregistered population and identify barriers they may face in registering with a GP<sup>3</sup>.

Building on research by RBG and GCCG<sup>2</sup>, the Picker Institute focused on exploring these issues with specific communities identified as being more likely to be unregistered with a GP practice. These communities included the:

- Somali
- Nepali
- Vietnamese

Although there were no specific recommendations the research identified three key barriers<sup>3</sup>:

- Language
- Lack of information
- Lack of confidence

In response to the report suggestions, GCCG printed the leaflet “Is everyone in your household registered with a GP” to encourage and increase the numbers of patients registering. The leaflet focused on an individual’s rights to register, and aimed to give confidence to people from BME communities to register, by stating that proof of immigration status is not required to register and that GP practices should not be asking.

This was followed in December 2015, by a workshop on advice and guidance concerning patient registration at a GCCG protected learning time event. This workshop was aimed primarily at GP practice staff. NHS England and Public Health gave presentations.

---

The participatory workshop was led by the Picker Institute who also presented their findings from research into the unregistered population in Greenwich, looking at the barriers patients face, and some of the difficulties encountered by practices in registering patients<sup>3</sup>. The aim was to ensure that practice staff understood the registration guidance better, how best to implement it, and how to ensure that GP registration is "easy, equitable and safe to both patients and practices."

The report from this workshop with the staff (GP Registration - Staff Attitudes)<sup>4</sup> is discussed further in section 3.4

---

## 2 GP Access Audit

### 2.1. Methodology

We conducted this audit between January and March 2017. We developed a call audit form (Appendix 1) that was used to illicit the information required. We phoned each GP practice and asked reception staff about the information needed for registration. The calls were carried out by our Staff and Authorised Representatives (volunteers of Healthwatch Greenwich).

We also carried out an audit of the web-site of each practice, to identify what, if any, advice and guidance was provided on registration.

### 2.2. Summary of findings

All 48 GP practices in Greenwich were contacted, including branch practices. Key findings included:

- Apart from Vanbrugh Group Practice, all other practices requested some form of registration documentation, ranging from passport identification to two forms of proof of address.
- 32 practices requested proof of identity (e.g. drivers licence or passport).
- 18 practices requested two proofs of address.
- 17 practices requested one proof of address.
- Three practices requested the patients NHS number.
- Six practices stated that they would not register a patient who did not have any documents.
- One practice requested the NHS number, two proofs of address and proof of ID (i.e. passport) with at least six months remaining until the expiration date.
- Although most practices had a link on their website to download the registration form, none of the practices had any information about patient's rights to registering without documents, or immigration status not being required.
- Although no practices requested immigration status documents to register, 32 of the practices did request passports or photo ID. Although there was no evidence that administrative staff were making decisions to register on their status in their passport, this requirement could act as a significant deterrent to many people.

## 2.3. Charts

Figure 1 sets out the percentage responses to the survey question “What documentation do you ask for from a registering patient.”

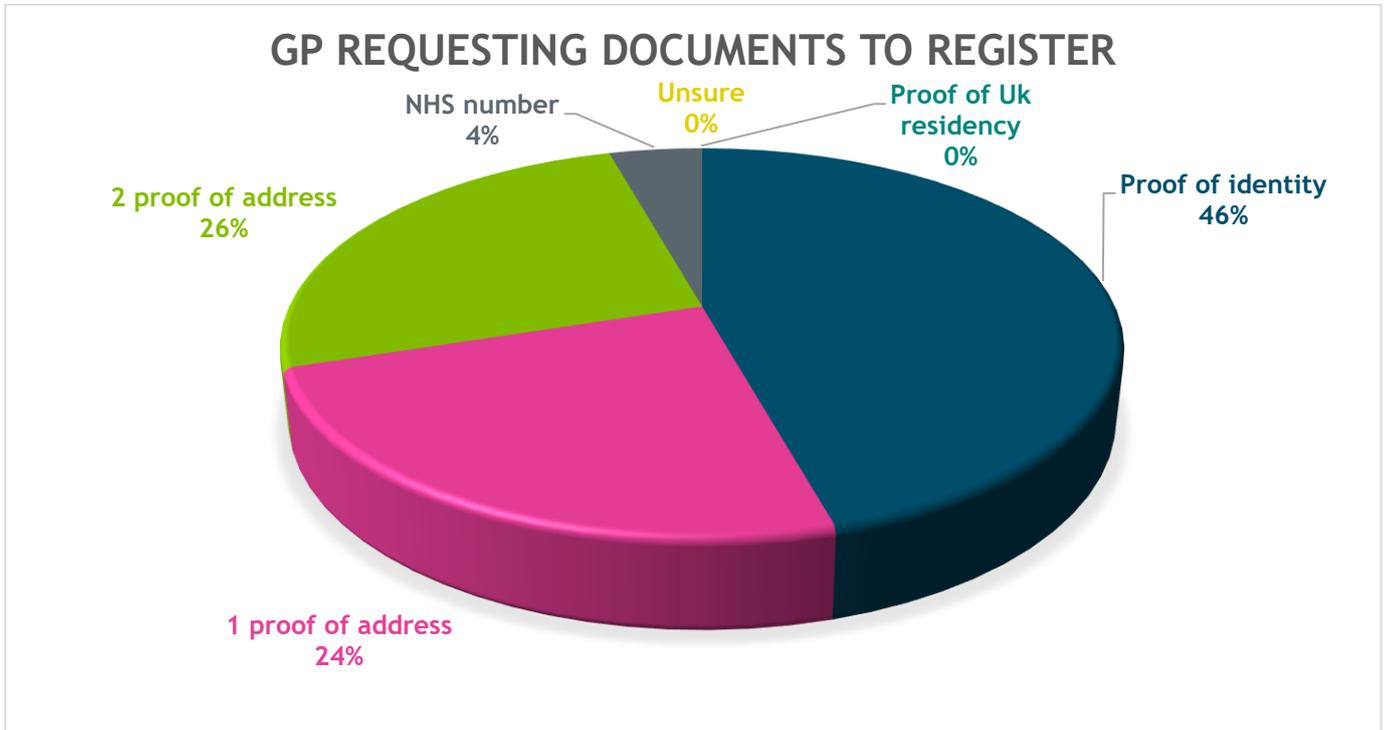
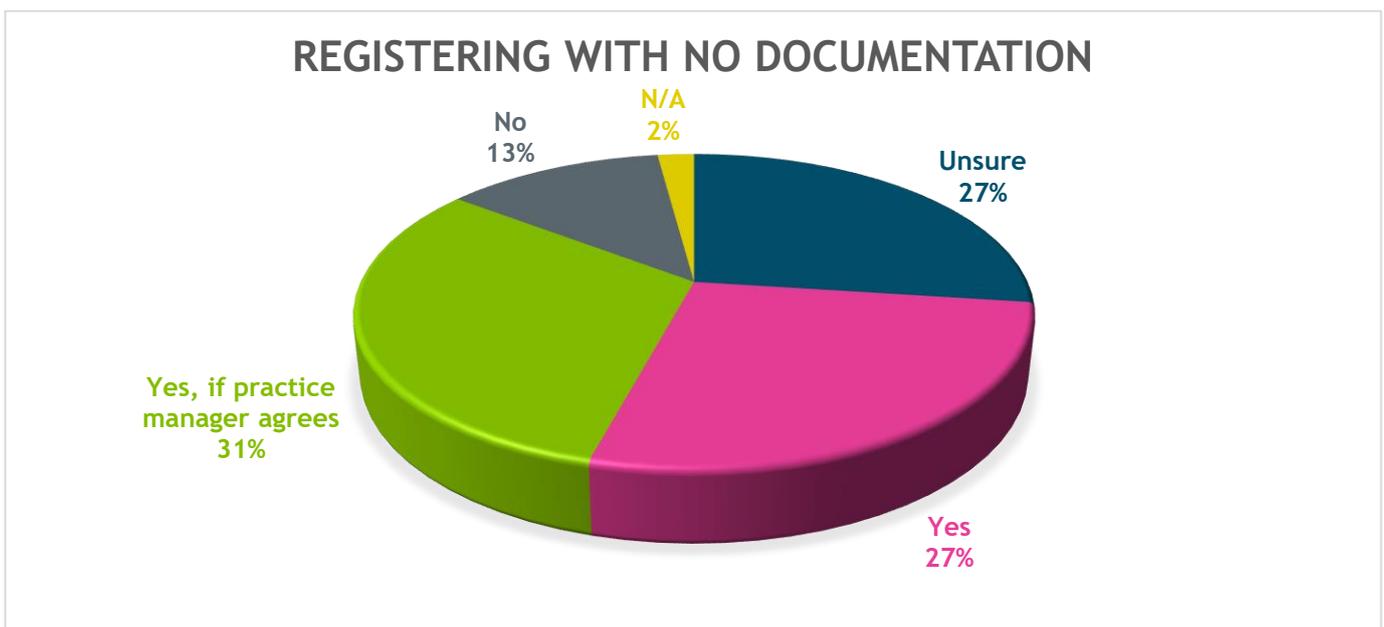


Figure 1: GP Practices requesting documents to register.

Figure 2 sets out the responses to the question: “If a person registering does not have a proof of address, is homeless or in temporary accommodation can you still register them?”



---

## Fig 2 - Can a person register without documentation

Of the 48 practices/branches:

- 58% of the respondents were either unsure or would refer to the practice manager. The responses varied from “I would get a letter from Healthwatch” to “I don’t know, never had to deal with this situation before.” The overwhelming impression is that staff are unsure what to do as this situation does not frequently occur. Many were of the view that the practice manager had a separate process for these applications.
- 31% of the practices stated they could register patients without any proof of address or form of identification, only after referring to the practice manager, with the majority unsure of what to do in such circumstances.
- One practice stated that an address “is not required for registration” but prefaced the response by firstly asking for proof of address.
- One practice positively stated to this question that they “can and must register...and would never turn anyone away”.
- Four practices correctly stated that a homeless person or a person without documentation would be able to register at the practice address.
- The GSM1 (patient registration form) which is used by all GP practices does not provide any guidance on registering without proof of documents or if homeless.

---

# 3 NHS regulations and guidance

## 3.1. NHS regulations

### Registering without proof of identity and address

There is no contractual duty to seek evidence of identity or immigration status or proof of address. Therefore, practices should not refuse registration on the grounds that a patient is unable to produce such evidence<sup>1</sup>.

Anyone in England is entitled to receive NHS primary medical services at a GP practice and applications for registration for any patient in England must be considered in exactly the same way, regardless of country of residence.

### Registering homeless patients

People who are homeless have particular health needs and often suffer some of the worst outcomes. Both the British Medical Association (BMA) and NHS England are committed to ensuring homeless patients receive the same level of care as those with permanent addresses. The same obligation on practices regarding identity and proof of address applies to homeless patients as a population group. Homeless patients are entitled to register with a GP using a temporary address which may be a friend's address or a day centre. The practice may also use the practice address to register them.

## 3.2. GP Contracts

The General Medical Services Contracts Regulations (2004)<sup>5</sup> state that

“practices may only refuse an application to go on their list if they have reasonable grounds for doing so which do not relate to the applicant’s race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.”

## 3.3. Care Quality Commission - Standards of care

### Expected standards of care

The Care Quality Commission (CQC) expects practices to:

---

“register people who are homeless, people with no fixed abode, or those legitimately unable to provide documentation living within their catchment area who wish to register with them. Homeless patients are entitled to register with a GP using a temporary address which may be a friend's address or a day centre. The practice may also use the practice address to register them. Practices should try to ensure they have a way of contacting the patient if they need to (for example with test results). Some areas will have special services for homeless patients and practices may refer homeless patients into those services in line with local arrangements where it is in the best interests and with the agreement of the patient.”

### 3.4. Greenwich CCG Commissioned Report - Staff Attitudes

The report, *GP Registration - Practice Staff* (Picker, 2015)<sup>4</sup> is key in gathering insight into the views and attitudes of practice staff for patient registration administration, and provides evidence of what is happening in the practices.

The report identified many issues influencing practice staff attitudes and behaviours towards patient registration. Although intertwined, the researchers were able to group them at different levels of influence: national, local, and personal influences.

A key finding by Picker:

“was the strength of personal views about patient registration that emerged; specifically, about who should be entitled to receive NHS primary care. These were primarily associated with concerns about protecting NHS resources from those who attempt to abuse the system, either through fraud or simply because they are considered undeserving. Several receptionists saw themselves as conscientiously defending the NHS from people who try to defraud it and similarly, receptionists expressed concerns about people coming from overseas specifically to take advantage of ‘free’ NHS healthcare. This was seen as a ‘waste’ of NHS resources and something they had a responsibility to prevent.”

The report went on to state that:

“a combination of these influences on registration behaviour means that simply clarifying the national guidance to frontline staff may not be sufficient”.

The report suggested that due to the strength of practice level influences, the focus should be on:

“supporting practices as a whole to understand the guidance and helping them to translate this into practice-level processes. That means engaging with primary care staff at all levels - receptionists, practice managers, GPs - to clarify the guidance and what this means for day-to-day practice, and also outline any implications of non-compliance.”

### 3.5. ‘My Right to Access Healthcare’ cards



Front (left) and back (right) design of the ‘My right to access healthcare’ cards available to download or can be ordered via the website<sup>6</sup>.

Healthy London Partnership and Groundswell have produced ‘My Right to Access Healthcare’ cards to help people who are homeless to register and receive treatment at GP practices in London. If those who are homeless, or have concerns about their immigration status, are more able to access primary care this could lead to fewer people presenting at A&E with health concerns. The plastic cards are designed to be carried by people who are homeless across London, including people who sleep rough, live in hostels, sleep on family and friend's sofas, or who are chronically insecurely housed.

They can be used to remind GP both reception and other practice staff of the national patient registration guidance from NHS England<sup>5</sup>. This states that:

- people do not need a fixed address or identification to register or access treatment at GP practices

- 
- where necessary, the practice may use the practice's address to register the patient if they wish.

Training for reception staff is available via Healthy London Partnership<sup>7</sup>. They have developed an online training, featuring actors from Cardboard Citizens who have experience of homelessness, aiming to support GP reception staff, and practice managers to ensure anyone experiencing homelessness can get the care they need.

---

# 4 Conclusions

## 4.1. Access to GP services - GP registration

Greenwich CCG has recognised the importance of patient registration, and the effect it can have on reducing urgent care centre and accident and emergency attendance. They have made strident efforts to work with practice staff to ensure that the patient registration guidelines are being adhered to and what it means for the practice.

However, the report findings indicate that despite these efforts, many Greenwich GP practices are still not adhering to the patient registration guidance provided by the NHS, CQC and other professional bodies.

At least one GP practice stated they would refer unregistered patients to the urgent care centre (UCC). Lack of documentation is not an appropriate use of the UCC and could directly contribute to increased pressure on an already stretched service.

Several GP practices will register patients with no ID, but many of these would only do so through the practice manager. There is a risk that this may create an extra block to people in need of primary healthcare services. It would be preferable for reception staff to have clear direction on how and when to do this, without the need to refer to the practice manager.

A key obstacle to the registration process appears to be related to the attitudes and views of the practice staff that administer the process.

The Picker report stated that some practice staff:

“...saw themselves as conscientiously defending the NHS from people who try to defraud it and similarly, from overseas specifically, to take advantage of ‘free’ NHS healthcare”.

Where this is the case, further work may be needed to help practice staff understand both the rights of individuals to access primary health care, and the importance of relieving pressure on accident and emergency and the urgent care centre for routine health care.

---

Incorrect perceptions should be rectified through the appropriate staff training and development, and should be seen as an urgent action for the CCG. The Picker Institute advice in 2015 was that GCCG should be:

“engaging with primary care staff at all levels - receptionists, practice managers, GPs - to clarify the guidance and what this means for day-to-day practice, and also outline any implications of non-compliance.”

To date we are unable to locate any guidance that the GCCG or NHS England have put into place to respond to “any implications of non-compliance” to the registration guidelines. With GCCG now becoming responsible for GP contracts and performance monitoring, this may be the time to consider a new approach.

Anecdotally, we have also received information suggesting that some patient registrations are being held up due to delays in receiving new patient records from the NHS. The patients records service is delivered by Primary Care Support England (PCSE) who are outsourced to Capita. Whilst it is ideal for GPs have full access to a patient’s medical records, it is essential that GP practices do not hold up registrations or GP appointments whilst waiting for records to be transferred.

## 4.2. De-registration

As mentioned, we were able to gain an insight into the ghost patients and the GP de-registration process. Some of the ghost patients that have been removed from GP practice patient lists are amongst the most vulnerable. This process has been criticised by GP’s and patient’s groups, as they believe that ghost patients are being removed inappropriately and patients are being penalised for not visiting their doctor.

GPs can also remove or de-register a patient from their patient list. The British Medical Association - General Practitioners Council states (May 2017)<sup>7</sup> that a patient must be warned that they are at risk of removal, together with an explanation of the reasons for this, within the period of 12 months before the date of the request to the Primary Care Organisation.

Whilst warnings do not have to be in writing it is good practice for them to be so as this allows for carefully considered reasons to be given. The process does not give the patient much

---

choice, especially if they are making reasonable requests, if the GP wishes to proceed. We have recently dealt with a case where a patient was de-registered by the practice following a request for a copy of their patient records and a subsequent disagreement about the accuracy of their records. The patient had been with the same GP practice for several decades and was very concerned with being forced to change, However, once a GP has requested a removal via Primary Care Support England (PCSE), who manage the lists on behalf of the NHS, there is no right of appeal and no means to stop or reverse a decision.

### 4.3. GSM 1 Form - Patient Registration Form

The first section of the form requires the patient's personal details i.e. name, DOB, as well as the NI number. It provides no information on what action to take if a person does not have a permanent address or they are homeless. The word 'optional' could be placed next to address, with a short explanation if no permanent address is available.

---

## 5 Recommendations

Based on our investigation, we are proposing the following recommendations:

- **Recommendation 1:** All Greenwich GP practices should undertake an urgent review of their own patient registration requirements and ensure they are compliant.
- **Recommendation 2:** In collaboration with the CCG, Greenwich GPs should arrange training for front line practice staff to update them on the NHS England Patient Registration guidance (2016). This could take place during Protected Learning Time.
- **Recommendation 3:** The CCG should provide further written guidance for GP's on their patient registration practice and procedures.
- **Recommendation 4:** The CCG should work with statutory and voluntary community groups, in particular BME groups, to provide and distribute the Healthy London Partnership 'health care cards' to Greenwich residents and patients.
- **Recommendation 5:** The CCG should provide and require appropriate posters to be displayed in prominent places in practices, setting out clearly the registration requirements for vulnerable people, focusing on those who are unlikely to have documentation, as set out in the Patient Registration guidance.
- **Recommendation 6:** The CCG should, where possible, ensure that adherence to NHS England patient registration guidance is monitored as part of the GP contract, with robust performance monitoring indicators. In addition, in consultation with patient representatives, the CCG should develop a policy on what to do with non-compliance with the registration guidance by practices.
- **Recommendation 7:** In conjunction with NHS England, the CCG should consider incorporation on the GSM1 information (patient registration form), information on what is required to register.
- **Recommendation 8:** GP practices should ensure that accurate and up to date patient information is readily available to potential new registrants, including information on practice website and a link to a patient reference document or 'fact sheet' on registration.
- **Recommendation 9:** The CCG should consider the possibility of providing a local appeals process for patients who have been de-registered by the GPs against their will (either via the ghost patient process or any other reason).
- **Recommendation 10:** The CCG should ensure GPs allow newly registered patients to make appointments even if their medical records haven't been received.

---

## 6 Service provider responses

All Greenwich GP practices and Greenwich Clinical Commissioning Group were sent a draft copy of this report to check for accuracy and to have the opportunity to respond. All responses received by the date of publication are detailed below:

### *Sherard Road Medical Centre*

“Thank you for letting us see the draft report. I have no comment on the accuracy of the report. The only comment I have is about the inferences drawn from the results of your telephone survey. One member of staff took an unexpected telephone call, from an official body (who they may never have heard of), asking a question about a practice procedure. Therefore a response of 'I would ask the Practice Manager' is, I feel, totally understandable in that situation. I do not see that a receptionist checking with a supervisor or manager is an additional barrier, more a conscientious employee wanting to make sure they were doing the correct thing (for the patient as well as the practice). Certainly CQC are happy with how we deal with homeless patients wishing to register (they specifically asked the staff at our latest inspection).”

*Helen Oakley, Practice Manager, Sherard Road Medical Centre*

### *Vanbrugh Group Practice*

“In the last column [Appendix 2 - phone audit raw data] it states we do not have a catchment area. This is incorrect. We do have a catchment area and register any patients living within this.

We register patients in our catchment area and also as an out of area registration for patients living outside of this. This form of registration does not include home visits and we give the patient a letter advising this and how to access services in an urgent/emergency situation.”

*Christine Benford, Practice Manager, Vanbrugh Group Practice*

---

### ***Manor Brook Medical Centre***

“Whilst we do ask all patients for proof of address and photo ID, if this is not available then it is our policy to accept the patient. Our reception staff are trained accordingly. Patients who are homeless can register without proof of address or ID as above.

For patients in temporary accommodation, if they are in the area for 15 days or less they are registered as an immediate necessary patient. Up to 3 months they are registered as a long term temporary. And if they are in the area for more than 3 months they are registered as a permanent patient.”

**Dorothea Sanger, Finance Manager, Manor Brook Medical Centre**

### ***St Mark's Medical Centre***

Thank you for conducting this survey. I found this report very informative and will look again at our process and discuss the issues raised with the front-line staff. Accuracy of report confirmed for our practice.

As far as deduction of ghost patients - there was a bleep in March 16 when Capita removed many patients without first sending the practice an FP69 (this is the flag to ask us to check to see if the patient is still current - by phoning them and checking the medial records to see if they have accessed services). I hope that the number of ghost patients incorrectly removed is now insignificant or at least improved.

I would like a copy of the leaflet sent to all households in Greenwich about the GP registration as I can then use this as part of the reception training.

**Sue Raphael, Practice Manager, St Mark's Medical Centre**

---

## 7 References

<sup>1</sup> NHS England - Patient Registration (Reviewed Dec 2016).

<https://www.england.nhs.uk/commissioning/wp-content/uploads/sites/12/2015/11/pat-reg-sop-pmc-gp.pdf>

<sup>2</sup> “Estimating the Unregistered Population within Greenwich” (RB Greenwich, Nov 2014);

“Right care, first time” consultation (NHS Greenwich CCG, Nov 2013)

<sup>3</sup> GP registration in Greenwich- Understanding Barriers to registration - Helen Bohan, Alice Coulter, Tamara van Doorn (March 2015)

<sup>4</sup> GP Registration - Staff Attitudes (March 2015), Picker Institute

<sup>5</sup> The General Medical Services Contracts Regulations (2004).

<https://www.england.nhs.uk/wp-content/uploads/2014/05/gms-contract-04-14.pdf>

<sup>6</sup> <https://www.healthylondon.org/homeless/access-gp-practices>

<sup>7</sup> <https://www.myhealth.london.nhs.uk/healthy-london/latest/news/supporting-gp-receptionists-help-people-who-are-homeless>

---

# Appendix 1: HWG phone audit form

## GP access phone audit

*Please complete for each audit and save the document with the practice name.*

### Complete:

Name of GP surgery:

\_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Completed by: \_\_\_\_\_

### Introduction:

Hello, I'm calling from Healthwatch Greenwich. We're an organisation that collects patient's experience of using health & social care services in Greenwich.

We've had an enquiry from a resident who was concerned about GP registration.

Could I ask you a few quick questions about your registration process for new patients?

### Questions:

Upon registration, what documentation do you ask for from a registering patient?

- Proof of identification (Passport, driving license)
- 1x Proof of address (bank statement, utility bill)
- 2x Proof of address (bank statement, utility bill)
- Proof of UK residency
- Their NHS number
- Unsure

---

Other (please specify):

---

If the person registering does not have proof of address, is homeless or in temporary accommodation can you still register them?

Yes                       No                       Unsure

If yes, how can they register with the practice?

---

If no, what advice is given to the person registering?

---

Thank you for your time!

# Appendix 2: Phone audit raw data

Surgery	Practice Manager	Upon registration, what documentation do you ask for from a registering patient?						Comment	If no proof of address, or in homeless or temp. housing, can you still register them?	Comment	
		Proof of ID (passport, driving licence, etc...)	1x Proof of address (bank statement, utility bill, etc...)	2x Proof of address (bank statement, utility bill, etc...)	Proof of UK residency	NHS no.	Unsure				
New Eltham Surgery	Nayana Patel		Yes				Yes		Need to be in the catchment area (very busy practice so has to keep limit on numbers)	Unsure	Understands situation, needs circumstances before being told. Can register online or collect form from the receptionist. Refer to the practice manager.
Blackfen Medical Centre			Yes						Caretaker practice - no documentation required.	Unsure	Never had to deal with this but would refer to the Practice Manager.
Nightingale Surgery	Sue Raphael (Karen Powell & Samuel Wahba)	Yes		Yes					Photo ID and proof of address within 3months	Unsure	Speak to Practice Manager for advice. She would phone on behalf of patient (if on doorstep).

St Marks Medical Centre		Yes		Yes				Dated in the lasted 3 months. NHS number not essential.	Yes, but only through Practice Manager	Bring whatever documents they have and speak with the Practice Manager. The Practice Manager would still register them and ask for name and DOB. Always try to help and never turn anyone away.
Briset Corner Surgery	Eva Meloni	Yes		Yes					Yes, but only through Practice Manager	Temporary accommodation address & NHS number. Advice would be given.
Bannockburn Surgery	Heather Mustafa	Yes		Yes				Form from the surgery	Unsure	Letter from Healthwatch Greenwich. Some proof of temporary accommodation or I.D.
All Saints Medical Centre	Mr Aravamuthan Suresh	Yes		Yes					Yes, but only through Practice Manager	Letter from temporary address or someone to vouch for them. Would have to go through the Practice Manager.
Abbey Wood Surgery	Tara Bolton	Yes		Yes		Yes			Yes, but only through Practice Manager	Go through the Practice Manager. SE2 & SE28 postcodes only.
Conway Health Centre	Robert Sweeney	Yes		Yes				But will be referred to the Practice Manager if not all documentation available.	Yes, but only through Practice Manager	Will be up to the Practice Manager.
Welling Medical Surgery		Yes		Yes					Yes	Ask for proof of address but isn't need for registration. Can still be registered. Practice Manager.

Dr Chand, Basildon Road	Pauline Clelland	Yes	Yes					Passport for foreign individuals. Home address in last 3 months.	Yes, but only through Practice Manager	Only through the Practice Manager. Can be seen immediately if necessary.
Eltham Medical Practice, 180 Well Hall Rd	Dr Sarbjit Chauhan	Yes		Yes					Yes, but only through Practice Manager	A process is available via the Practice Manager.
Eltham Medical Practice, Passey Place									Yes, but only through Practice Manager	
Ferryview Health Centre, Valentine Health Partnership	Mr Rok Zihelr (Business and Facilities)	Yes	Yes						Yes, but only through Practice Manager	There is a process to go through the Practice Manager.
Holborne Road, Valentine Health Partnership	Mrs Laura Snow (IT)								Yes, but only through Practice Manager	
Eltham Park Surgery	Terri Livingstone	Yes	Yes						Yes, but only through Practice Manager	Via the Practice Manager.
Eltham Palace Surgery, Eltham Community Hospital	Johanne Gilby	Yes		Yes				Dated in the lasted 3 months.	Yes, but only through Practice Manager	Through a process with the Practice Manager.
Gallions Reach Health Centre	Tinashe Magwenzi	Yes		Yes				Registration between 11:30-14:30	Yes, but only through Practice Manager	New guidelines though the Practice Manager.
Heronsgate Medical Centre										
34 Plumstead Common Road, Triveni PMS	Jane Whithall		Yes					Not meant to ask for details but like 1 proof of address.	Unsure	But must be in their postcode area.
Escreet Grove Surgery, Triveni PMS									Unsure	

Burney Street Practice @48 Burney Street	Jennifer Peters	Yes		Yes					Unsure	They will do their best depending on details given. Advice will be given for help needed.
Burney Street Practice @ Wallace Health Centre		Yes	Yes						Yes	Fill out forms but should keep them while in the area.
Dr Ratneswaren Practice	Bridgette Gallaway-Meyer	Yes						ID asked for but not necessary.	Yes	If homeless they can register with the GP address
The Coldharbour Hill Surgery (DR BAKSH)		Yes	Yes						Yes, but only through Practice Manager	Through the Practice Manager.
Clover Health Centre	Mike Konche	Yes		Yes					Yes, but only through Practice Manager	Through the Practice Manager.
Royal Arsenal Medical Centre	Kevin Ryan	Yes		Yes					No	Would need proof of address, or a relative or friends address, to register.
Thamesmead Health Centre	Sue Pinkerton		Yes					GHM1 form	No	Would need some proof of address. .
The Fairfield Practice	Karen James / Wendy Davenport (Assistant Practice Manager)	Yes	Yes			Yes		ID with over 6 months till date of expiry. Registration Mon-Fri.	No	SE7 residents only. Would need proof of address.
Vanburgh Group Practice	Christine Benford							None; do not ask for any documentation just to complete a form.	Yes	Will register anyone regardless of location or residence. Even register outside of Greenwich; no catchment area.

South Street Medical Centre	Minnaaz Wijegoonawar dena	Yes						Will ask but don't require proof of address/ID.	Yes	Can and must register. Would register them as temporary. Would never turn anyone away.
Sherard Road Medical Centre	Helen Oakley	Yes	Yes						Unsure	Speak to Practice Manager for advice.
Tudway Road (Branch Surgery)									Unsure	
Plumbridge Medical Centre	Thamina Sharmeen	Yes	Yes					Anything with photo ID. Online registration possible.	Unsure	Not come across this yet. If family member is registering will consider.
Dr Sandrasagra, Westmount Surgery	Debra Bodycombe	Yes	Yes						Yes	If necessary & in area; register under GP address.
Dr Gera & Partner, 123 Samuel Street (Branch Surgery)	Gina Reed	Yes		Yes					Unsure	Would refer to the Practice Manager.
Dr Gera & Partner, Glyndon Medical Centre, 188 Ann Street										
Greenwich Peninsula Practice	Johanna Randall	Yes	Yes					Dated in the lasted 3 months.	No	Run by a private company so won't but may do under extreme circumstances.
Dr Sabat, Plumstead Health Centre	Anita Raipal	Yes		Yes				But other forms could be used if necessary.	Yes	Under GP address.
Garland Road Clinic		Yes		Yes				Dated in the lasted 3 months.	Unsure	If in temporary accommodation some letter of householder.
Dr Ratnarajan, Woodland Walk Surgery	Ahila Sithamparappi llai	Yes	Yes					Passport needed for foreign individuals.	No	Not on national register then cannot help.

Charlton Road Surgery, 67 Charlton Rd										
Dr Patel, The Blackheath Standard Surgery	Jackie Hobson							Forms but no proof needed anymore	Yes	As long as they are in the area.
Dr Mostafa, 141 Plumstead High Street	Nicole Mostafa (Practice Manager)		Yes					No ID needed	Yes	Would be registered under GP address but contact details needed for follow up.
Dr Mostafa, 253 Wickham Lane	Lucy Page Haines (Assistant Practice Manager)								Yes	
Dr Gupta, The Waverly Practice	Janet Riches	Yes	Yes					But if not available Janet the Practice Manager will help.	Yes	Patient will have GP address but they will need contact details i.e. phone number.
Dr Gupta, 209 Wickham Street (Branch Surgery)									Yes	
Dr Coutinho, The Trinity Medical Centre	Donna Walker	Yes		Yes				Previous GP details	No	Will be sent to Queen Elizabeth Hospital Urgent Care Centre
Manor Brook Medical Centre	Dorothea Sanger							No information gained from initial call (HWG error). Website states lack of ID may prevent registration.	Yes	Informed via email that they would accept people without ID.
Avery Hill Medical Practice, Campus Medical Centre								For University of Greenwich students only.	N/A	

# Contact us



Address: Gunnery House, Gunnery Terrace, Woolwich, London SE18 6SW

Phone number: 020 8301 8340

Email: [info@healthwatchgreenwich.co.uk](mailto:info@healthwatchgreenwich.co.uk)

Website: [www.healthwatchgreenwich.co.uk](http://www.healthwatchgreenwich.co.uk)

Twitter: @HWGreenwich

If you require this report in an alternative format please contact us at the address above.