

Safe Surgeries: Practice policy review

This checklist has been designed to assess the practices and policies in your GP surgery regarding the registration of patients, especially those in vulnerable or complex circumstances. Use this checklist as part of the Quality Improvement Project (QIP) to assess current practices and identify the areas that need to be focused on to improve access.

It should be completed twice during the Safe Surgeries QIP – at baseline and 3-month follow-up – and can also be found online, if you prefer: <http://bit.ly/QIPpolicyreview>

We suggest that the GP trainee assessing your practice complete this review by speaking to the practice manager, the admin staff and by reviewing and observing policies and practices in the surgery.



**Required Response*

Your Practice's Name*:

Your Practice's Postcode*:

1. Registration Policy

Discuss these questions with the practice manager

Is there a policy for how to register patients at your practice? *

Yes No – Continue to Section 2

Is the policy captured in written form? *

Yes No

In your practice policy, is proof of address required for registration? *

Yes No

In your practice policy, is proof of identification required for registration? *

Yes No

In your practice policy, is visa or proof of immigration status required for registration?*

Yes No

2. Registration process

Observe or talk through with reception staff a new patient registration and ask/observe the following:

Is immigration status queried at registration? *

Yes No

Are any documents required to register? *

Yes No

If yes, please specify which:

Are there any circumstances in which people are treated as private patients? *

Yes No

If yes, under what circumstances?:

What action is taken if a patient cannot provide an address? *

3. Language interpretation access

Observe/ask reception and clinical staff the following:

Does the practice have easy access to language interpreting services? *

Yes No

Can reception staff access interpreting services when needed? *

Yes No

Can clinical staff access interpreting services when needed? *

Yes No

4. Patient education

Observe in practice the following:

Are any information materials available in the surgery explaining primary care services and patient entitlement? *

Yes No

Are any information materials available in surgery addressing specific barriers faced by migrants in vulnerable circumstances (e.g. data privacy, requirement for documentation, etc.)? *

Yes No

5. Training for reception staff

Discuss with practice manager:

Is any information on registering vulnerable patients provided at induction for new reception staff? *

Yes No

Is any staff training or CPD provided to reception staff which deals with supporting vulnerable patients? *

Yes No