



Safe Surgeries QIP: 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) or follow-up 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](#) (to duplicate via Microsoft Forms) if you prefer.

As the trainee assessing your practice, we suggest you speak to the practice manager and administrative staff to review policies and practices in the surgery to answer the following questions.

**Required Response*



Section 1: Introduction

1. What is the name of your practice?*

2. What is the practice's postcode?*

3. What is your name?*

Section 2: Registration Policy

We recommend discussing these questions with the practice manager

4. Is there a written policy on how to register patients at your practice?*

☐ Yes

☐ No – skip to Section 3: Registration Process

5. Is the policy captured in written form?

☐ Yes

☐ No

6. In the policy, is proof of identification required for registration?

☐ Yes

☐ No

7. In the policy, is proof of address required for registration?

☐ Yes

☐ No

8. In the policy, is a visa or proof of immigration status required for registration?

☐ Yes

☐ No

Section 3: Registration Process

We recommend discussing these questions with, or observing, reception staff, regarding registering a new patient

9. Is immigration status queried at registration?*

☐ Yes

☐ No

10. Are any documents required to register a new patient?*

☐ Yes

☐ No

11. If yes, which documents?

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

☐ Yes

☐ No

13. If yes, under what circumstances?

14. What would happen if a patient could not provide proof of address or ID?*

Section 4: Language Interpretation Access

We recommend discussing these questions with reception and clinical staff

15. Does the practice have access to language interpreting services?*

☐ Yes

☐ No

16. Are reception staff aware of how to access language interpreting services when needed?*

☐ Yes

☐ No

17. Are clinical staff aware of how to access language interpreting services when needed?*

☐ Yes

☐ No

18. With 1 being not easy at all, and 5 being very easy, how easy is it for the practice to access language interpreting services?

- ☐ 1 – not easy at all
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 – very easy

Section 5: Patient Education

Please observe in your practice and answer the following questions

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

- ☐ Yes
- ☐ No

20. Are any information materials available in the practice which address specific barriers faced by patients in vulnerable circumstances (e.g. their data privacy, requirement for documentation, etc.)?*

- ☐ Yes
- ☐ No

21. Are any information materials available on local support networks, charities, or interest groups?*

- ☐ Yes
- ☐ No

Section 6: Training for Reception Staff

We recommend discussing these questions with the practice manager

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

- ☐ Yes
- ☐ No

23. Is any continued staff training provided to reception staff which deals with supporting vulnerable patients?*

- ☐ Yes
- ☐ No

ADDITIONAL SECTION ONLY IF COMPLETING FOLLOW-UP QIP (PRACTICE IS ALREADY A SAFE SURGERY):

Section 7: Impact of Safe Surgeries

24. Are you aware that your practice is signed up to the Safe Surgeries initiative?*

- ☐ Yes
☐ No

25. Has joining the Safe Surgeries initiative changed the policies and procedures described above?

- ☐ Yes
☐ No

26. If yes, how?

27. If no, what were the challenges in implementing Safe Surgeries in your practice?
