SAFE SURGERIES

GUIDELINES FOR PATIENT REGISTRATION

ENTER SURGERY NAME HERE

IS A SAFE SURGERY

This means that we are committed to providing equal access to our services for everyone in our practice area, regardless of their immigration status.

This is in line with our duties under NHS England guidelines for GP registration and informed by our knowledge of the barriers to healthcare faced by migrants in vulnerable circumstances. Reception staff should keep the following five guidelines in mind when migrant patients seek to register with our practice.

1. Everyone in England has the right to be registered and consult with a GP, without charge, regardless of their immigration status.
2. If a patient doesn't have proof of address or ID but say they are living in our catchment area, they should still be registered.
   - There are many reasons why a patient, particularly those in vulnerable situations, might not have access to these documents.
   - People who are unsure of how long they will be in the area (such as people seeking asylum) should be registered as permanent patients, as this is likely to be months rather than weeks
3. If a patient has difficulty communicating in English, use a telephone interpreter.
   - Google Translate might also be useful for basic non-clinical information
4. Don't ask about a patient's immigration status, or to see proof of it. This information is not needed for registration and asking for it might intimidate some patients.
5. If a patient is worried about giving a home address, you can also reassure them that their information is safe and won't be used to trace them because of their immigration status.
   - If needed, you can also use a 'care of' address: either the practice address or another place where post could reach them (like a mosque, church or community centre).
   - Ensure there is a way of contacting the patient to collect letters and test results.