

PLEASE DATE

Gateway no: 08520**Dear Practice Manager****RE: Data quality checks on GP patient lists**

NHS England and primary care contractors have a duty to ensure that GP patient lists are as accurate as possible. Primary care contractors endeavour to maintain their registered lists in a current and accurate state. However, patients often fail to notify their registered GP practice or other parts of the NHS when they change address, leave the area or leave the country. This can result in potential duplicate registrations or 'gone away' patients remaining registered on national demographic systems.

Ongoing and effective maintenance of patient lists is essential to ensure they are accurate and is important for:

- the efficacy of ill-health prevention/screening programmes and total population capture
- the assessment of performance and clinical outcomes which are often compared on a 'per patients' denominator; and
- the appropriate use of public funds, as allocations are made on a £ per patient basis.

Further information will be circulated shortly which will include information that you may wish to use in the practice to let patients know that it is important to respond to letters if they do receive one in the post.

The NHS England policy relating to list maintenance/list inflation is available at <http://www.england.nhs.uk/medical/>

As part of NHS England's commitment to helping reduce the administrative burden on practices as set out in the General Practice Forward View, we are looking to standardise and simplify the patient list quality check process moving forward and have been working with Primary Care Support England (PCSE) to restart this important data quality work.

Health and high quality care for all, now and for future generations

Reconciliation of GP practice lists with the national demographic systems

Soon, PCSE will be recommencing the process of inviting GP practices, on a 3-yearly basis, to reconcile their patient list with the National Health Application and Infrastructure Services (NHAIS) system held in PCSE and the Personal Demographic System (Spine). Practices will receive a request via email from PCSE which will outline the steps required for them to submit a file of their patient list details to PCSE.

The process of reconciliation will then identify any differences in the list recorded and individual differences (e.g. patient address). Practices will be advised what administrative actions need to be taken on their clinical system to correct differences.

If you believe that there is a discrepancy between the list size held on the practice system and that held in PCSE, you can raise this as a concern by following the [guidance](#).

<https://pcse.england.nhs.uk/help/registrations/general-registrations-enquiries>

Checks to reduce patient list inflation

PCSE will be commencing list maintenance data quality checks on behalf of NHS England soon. These will be in line with the [NHS England policy on list maintenance](#).

<https://www.england.nhs.uk/commissioning/primary-care/>

The initial checks will involve PCSE contacting practices to verify the registration details of patients aged over 100.

These checks will be followed by checks on other patient groups in line with NHS England policy and include:

- patients aged under 16 recorded as living alone
- patients recorded as living in demolished properties
- patients recorded as being registered at student accommodation for over 4 years
- addresses with apparent multiple occupancy
- transient patients.

Prior to commencement of the checks on each patient group, the detailed process for each patient check will be communicated to your practice. Actions required by the GP practice is either to respond to:

- requests for initial review of the proposed patient cohort for checking, or
- FP69 actions on patient records, which will be outlined. Practices may also need to refer to the guidance below, for example in the correct handling of FP69s on the clinical system.

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The NHS England policy for patient list management can be found in Part B, para 3 of the [Primary Medical Care Policy and Guidance Manual](#).

If you have any queries about this process, please contact the PCSE registrations team at pcse.dataquality@nhs.net (please use this email address for questions on the data quality checks process only).

For all other email enquiries for PCSE please go to <https://pcse.england.nhs.uk/contact-us/>

Alternatively, if you have any queries about this policy, please contact your regional NHS England Primary Care Commissioning contact.

Yours sincerely,



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