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ONLINE REGISTRATIONS

Frequently Asked Questions

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FREQUENTLY ASKED QUESTIONS

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- **If a practice pauses registrations on this platform, will NHS England view it as a breach?**
If a practice pauses online registrations on this platform, it will not be considered as a breach, as long as patients have other ways to register with the practice.
- **Can practices link this service to their existing website?**
The link to the online registration form register-gp-london.nhs.uk can be embedded into the practice website.
- **Can children be prevented from registering on this platform?**
This portal does not prevent any age group from registering as it is similar to the way registrations are processed via the paper GMS1 form.
- **How do we get to see the practice dashboard?**
You will need to access the self-service portal- <https://registergp.com/practice>. To find out how to do this please check the quick manual attached.
- **Do we need to ask patients for address proof?**
The national guidance indicates that there is no contractual requirement to ask patients for address or ID proof. This is why it has not been included this in the registration form.

- **Is this a way for patients to register themselves or do we still have to register them in the practice after?**

This online registration form is equivalent to the GMS1 paper form. Therefore, the patients will need to be registered on to the practice system once the form has been received in the practice inbox.

- **Will the online registration forms flow directly into EMIS in the near future?**

We are exploring this option. Currently there is no API that exists.

- **We are getting a lot of patient registration rejections from PCSE i.e. after patients have registered: reasons include wrong/unverified D.O.B, mismatched address, or no address, out of area etc. Is there a way we can reduce these?**

Patients are now able to find their NHS numbers on the online registration form via the link to the NHS number finder service. If patients use this, it will avoid incorrect details being inputted. However, if a practice has significant number of rejections please contact us at nelondon.onlineregistrations@nhs.net as there may be a problem with the postcode set up.

- **How can we make a practice show up first on the list?**

Please contact us on nelondon.onlineregistrations@nhs.net, we will be able to generate a link and share a QR code as well.

- **Will we receive the GP2GP records?**

GP2GP is not dependent on this online registration process. GP2GP is dependent on the old and new practices both accepting additions/removals in a timely way with smartcard use. GP2GP will happen only once the registration is processed by the practice and approved by PCSE.

- **What are the advantages of using this service compared to the old registration service?**
 - 1) Patients can now register at a new GP practice online via the online registrations website without having to visit the practice at all which makes it easier for them and reduces face-to-face interactions during busy hours.
 - 2) Having patients register online will reduce patient traffic through the door and therefore create time and resource efficiencies.
 - 3) During Covid-19, online registrations via the website is useful as it means patients can access GP services without risk, which is safer for the patient and for the practice staff.
 - 4) The old registration service was the paper GMS1 form - this has moved that process to a digital process that allows the patient to register with a local GP quickly that is taking on local patients.
- **Who can we contact when patients say that they have registered via the portal but we are not getting notifications?**

We advise you to check your spam mail/junk inbox. However, if you cannot find it, please contact us nelondon.onlineregistrations@nhs.net.
- **What is the generic email address for us to send our queries to?**

nelondon.onlineregistrations@nhs.net

- **Can this service have an email/mobile verification process in place that confirms the mobile number and email by sending text/email to verify and complete the registration process?**

Not everyone will have a mobile number/email address and we would risk excluding users who do not have access to a mobile/emails.

- **How will this work for patients out of area which many practices in our borough accept currently?**

If the practice is happy to register patients outside of area, the patient can be prompted to enter the practice postcode and address when asked in step one in the form. This will be at the discretion of the practice.

- **How do we access registration forms that have been submitted by patients and are waiting to be processed? Which folder do the registration forms come under?**

This can be accessed via the practice generic email inbox that was used to sign up to the service. The practice can then move it to an appropriate folder if required.

- **How would this work for a surgery that has two sites?**

Each site would have its own catchment area. The service would help the patient identify the closest practice.

- **What happens to patients who have left the practice and decided to re-register?**

If patients leave the practice and want to re-register, as long as they are in the practice area, they will be able to register.

If the patient registers with another practice, deduction will happen via PCSE and GP2GP will be triggered. This is the usual process that is followed.

- **Is there a cost attached to this?**

If this service is live in your borough it will be funded by your CCG and therefore practices will not have to pay.

- **Can we change it from 2 days to something else?**

No, the 2 working days has been set as the time by which the practice will contact the patient to inform whether the registration has been completed or if not, when this will be done by.

If demand is overwhelming, practices can switch off online registrations on the self-service portal until the practice has been able to catch up on backlog. We advise practices to switch off for up to 2 weeks and then review. However, please be aware that patients that are registering will not be able to see your practice when the practice has paused this service and therefore will register with the next nearest practice. If you do decide to pause online registrations, please ensure that patients have alternative methods of registering with your practice.

OTHER FREQUENTLY ASKED QUESTIONS

- **Can contact numbers be made mandatory on the online registrations form?**

We have decided not to make contact details mandatory as this runs the risk of excluding patients who may not have access to a landline or mobile phone.

If an address is given please send letters to the address as a form of contact.

If there is no address and you are unable to get in contact with the patient, then please register patient without contact details until the patient gets in touch with you.

If no contact details are given and you are unable to register a patient, you can delete the form after 72 hours.

- **Can a summary of services be provided by practices once a patient has been registered?**

Yes, this can be sent as part of the self-service function for practices on the online registrations portal. Once you have access to this, you can edit your personal messages to patients on the standard template given.

- **Can you split up the form in to a mandatory and non mandatory section?**

The order of the questions in the form is set out so that compulsory questions are at the beginning therefore the order of the questions do not need to be changed.

- **Will new patients still need to come into the practice to complete paperwork, after they have submitted the online registration form?**

This process makes the registration quick and easy for the practice and the new patient. The new patient does not have to come into the practice to complete paperwork. The online form asks everything and some more than what is needed in a GMS1 form.

- **Does this take more time to process than a GMS1 form?**

No, it will save time. In phase 1 of the pilot, a practice found that they would save a whole week of administration time if they continued to use the online registration form. At a larger scale, this could mean approximately 36 weeks of free administration time in a borough.

- **Do we need to ask new patients for ID?**

There is no NHS requirement for practices to do this. If you require other supporting documents, i.e. Infants red book, once the patient has been registered, you may contact the new patient using the details they provide to request the same.

- **Do practices have capacity to register unlimited patients?**

There has never been a cap on how many patients practices can register, however, this is dependent on resources available to the practice e.g. premises.

- **How is this different to online registration services set up by individual practices?**

Different practices offer various ways to register, either on their website or through pre-registration (which still requires a visit to the practice). This online registration website is a standard way for all practices across the borough to register patients and it does not require uploading ID or proof of address.

- **What if new patients don't have access to a smart phone/internet/do not know how to register?**

- They can still register at a practice, using the practice devices/own phone/similar device with practice Wi-Fi internet connectivity.
- They can access use free PC facilities in IDEA Stores to register.
- Patients who aren't able to register on their own can be supported by patient advocates based at practices by dialing in or visiting the practice.
- Practices will have paper versions of the form for those who need them and will also provide assistance to those with other accessibility needs.

- **If a new patient moves within the borough and they want to stay registered with their previous GP – do they have to inform them?**

Patients will need to inform their GP that they have moved so that their address can be updated.

Depending on where they have moved, they may be able to stay registered at the same practice but this may not always be possible.

IMPORTANT CONTACT DETAILS:

To report a problem please email us - nelondon.onlineregistrations@nhs.net

Please click on this link to register your practice on to the self-service portal - <https://registergp.com/practice>

Please add this link on your website so that new patients can register with your practice register-gp-london.nhs.uk