

1) What happens when I apply to Nexus Health Group as an out-of-area patient

Our GP partners will review your application and decide if it is clinically appropriate for you to register with us. You will receive a response to your application within 10-12 working days. If your application is rejected, you will be advised to register as a patient close to where you live.

2) What happens if I change my address to one which is out-of-area?

A clinician will review your notes. If they assess that you, or any member of your family including children under 16 years, are not suitable to stay on as an out-of-area patient we will send you a letter to let you know. We may also advise you by text message. We will then start the process of removing you (and your family if applicable) from the practice which normally takes up to 30 days. This should give you enough time to register with another GP practice. We only remove you if we feel that your care will be restricted and it would be best for you to be registered closer to home.

Until you hear from us you can stay registered with us as an out-of-area patient.

2) Why do I have to be registered as an out of area patient? Why can't I be registered as a regular patient?

All GP surgeries across the UK, agree their catchment area with their local Integrated Care Board (ICB), which indicates how far they are able to safely provide home visits and urgent treatment for their patients. While we wish to provide care to as many patients as possible, we cannot safely offer home visits or urgent treatment for patients beyond our catchment area. This is why we need to register patients living outside of our catchment areas as out-of-area patients.

3) What if I move back into the catchment area?

Complete this form <https://nexushealthgroup.nhs.uk/change-of-personal-details>. If accepted, we will then re-register you as a regular patient. The rules for out-of-area registration will then no longer apply to you.

4) What if I do not agree to out-of-area restrictions?

We do not have to accept patients that live outside of our catchment area, but we are allowed to if it is safe to do so and in the patient's best interest. The restrictions are in place are set by NHS England and our local commissioners. If you do not agree with this, you should register to a GP closer to your home address to get the full benefits of a GP service.

You can find a local GP practice here www.nhs.uk/service-search/find-a-gp/ or contact NHS111 which can provide details of local NHS services to your address.

5) What sort of things would mean my application would not be accepted?

There are some patients who are not suitable for out-of-area registration. These include:

- any patient who is likely to require input from a specialist team who are located in the area they live;
- Pregnant women;
- Families with children aged 16 years or younger;
- Patients with complex mental health problems (e.g. Psychosis, Bi-Polar, Schizophrenia) who many need support from mental health specialist teams (e.g. Community Mental Health Team);
- Patients or Families with Child Safeguarding needs/ Children's Social Care;
- Patients with Adult Safeguarding needs/ Adult Social Care;
- Patients with complex community-based packages of care/ Adult Social Care;
- Patients already in receipt of locally funded services such as interpreting services;
- Patients who are currently housebound.

The reasons for rejecting out-of-area registration to patients as these is that their health and social care needs are better met through registration close to where they live. It is difficult and impractical for a GP practice to coordinate such care remotely with services, with which they do not already have strong professional working relationships. There could also be possible delays to any treatment, such as for urgent suspected cancer referrals.

Given the limitations of this type of registration, it is not discriminatory to be considered unsuitable for registration on clinical grounds.

6) What if I develop one of the exclusions whilst registered as an out of area patient?

We review the circumstances of our out of are registrations on a regular basis. If your circumstances change and it is inappropriate for you to be registered with us we will have to remove you from our list and you will need to register with a GP practice closer to home.

We do not remove out-of-area patients without a valid reason, it will be for your safety to ensure you get the full and safe care a GP service can offer you.

You will be notified and given 30 days to find a different GP surgery, which by the end of the 30 days, you no longer be a patient at Nexus Health Group.

7) What if I have children under 16 years old and I am removed, can they stay registered?

No, the children will also be deducted, as children under the age of 16 need to be registered with their parent/guardian. Also, we cannot accept an out-of-area registration or accept to keep you registered, if the family has a child or children under 16 years.

8) What if I live just on the border of the practice?

You will still be registered as an out-of-area patient, and the above restrictions will still apply, or you will be asked to register closer to your home address.

9) What if I want to complain about this?

We understand that you may like continuity of care, but this is in place to ensure safety. Safety of your care is of utmost importance, and if there are limitations to what care we can provide you, it would be in your best interest to be at a surgery closer to home, so you get the full benefits of a GP surgery as a regular patient.

If you wish to make a complaint, please contact NHS England on 0300 311 22 33 and ask for the Complaints team.

Any additional questions, please do not hesitate to ask us.