

To request an immediate removal of a patient

Practices may remove a patient with immediate effect where the patient has committed an act of violence or behaved in such a way that the contractor, practice staff, other patients, or those present at the place the services were provided have feared for their safety.

An immediate removal can only be requested when an incident involving the patient has been reported to the police by your practice. The removal of a patient in these circumstances results in them being allocated to a provider of the Special Allocation Scheme (SAS).

The Police incident number must be supplied to PCSE either immediately or within 7 days of the removal request (if not available when the request is submitted). Please ensure this is clarified on the removal request, if not immediately available.

To request the immediate removal of a patient, please use the dedicated, secure

PCSE Contact Form:

- Under Category select – Patient Registrations
- Under Type select – Patient Removals
- Select 'No' if this is a new request to remove a patient

For an immediate removal of a patient, you need to provide the following information:

- Practice code and full practice address
- Full patient details
- Reason for removal
- Date of prior written warning(s) or Reason for not issuing a warning
- Date of Incident
- Location of Incident
- Type of Incident
- Date Incident reported to police
- Police log number (if held)

If you are unable to submit an online form for any reason, please download and complete the

Patient Removal Request Form and email this to pcse.patientremovals@nhs.net

Immediate removal requests can also be made by phone by calling the PCSE Customer Support Centre on 0333 014 2884.

PCSE will write to the patient to explain what happens next

Patient Communication from PCSE