

# **WANDSWORTH MEDICAL CENTRE**

## **ZERO TOLERANCE POLICY – REMOVAL FROM PATIENT LIST**

Policy title	Zero Tolerance Policy – Removal from Patient List
Version	1.0 2026
Policy owner	Practice Manager
Approved by	WANDSWORTH MEDICAL CENTRE GP Partners
Approval date	19-02-2026
Effective from	19-02-2026
Review frequency	Annual (or sooner if guidance changes)
Next scheduled review	18-02-2027
Related policies	Complaint Policy, Complaints Brochure (Patient information), Complaints Consent Form – third party, Dignity, Respect and Privacy Policy, Zero Tolerance – Discrimination, Respect and Privacy Policy, DNA Policy, Safeguarding Policy

### Objective

The Practice operates a Zero Tolerance Policy in relation to behaviour, and discrimination this removal policy is governed by the objectives of the Zero Tolerance Policy and aims to ensure that any patient removal from the Practice list is fair, non-discriminatory, and appropriate and follows Practice Policy and ethics.

### Purpose

It is from time to time necessary to instigate the removal of a patient from the Practice list; this policy aims to provide guidance for when this action would be appropriate, and how this is to be achieved.

A patient will only be removed from our list for the following reasons:

1. Unacceptable Behaviour as outlined in the Zero Tolerance Policy
2. Unacceptable Number of unattended appointments as outlined in the DNA Policy
3. Irreconcilable breakdown in the relationship of patient and Practice.
4. Patient has moved outside of the Practice catchment area.
5. Removal of a child where the child has become 'lone' registered at the Practice without a parent/guardian who resides within the household of the child.

### Method

1. Unacceptable Behaviour as outlined in the Zero Tolerance Policy

Where a patient's behaviour has been totally unacceptable and is in breach of the Zero Tolerance Policy, the incident will be:

- Recorded on an incident form (at the time of the incident)
- Discussed at the next weekly clinical meeting or nearest multi-disciplinary team meeting with Partners present as a Significant Event
- A first written warning letter will be sent to the patient informing them that further breaches of the Zero Tolerance Policy may lead to removal as a patient of this Practice.
- Dependent upon the level of inappropriate behaviour or where the Police may have been involved, it may be necessary to remove the patient immediately with no first warning issued, however the patient will be notified of this action in writing immediately.

Where it has been the decision of the GP's present at the clinical meeting to remove this patient, the patient will be informed in writing of this decision and provided with details on how to register at another GP Practice.

The patient will also be advised of the timescale for removal, the normal timescales are 8-day, or immediate removal dependent upon the reason for removal.

Where the decision of the GP's has been not to remove the patient, the patient will be sent a first

warning letter, explaining to them that their behaviour was unacceptable and that any repetition will result in them being removed from the Practice List.

### 2. Unacceptable Number of Unattended Appointments as Outlined in the DNA Policy

Where a patient is in breach of the DNA Policy the Practice will remove the patient as per the policy. This ensures equity amongst all patients as the policy is unequivocally non-discriminatory. Exceptions to the enforcement of this policy will only be through discussion at a clinical meeting.

### 3. Irreconcilable Breakdown in the Relationship of Patient and Practice

Where there has been a significant breakdown in the relationship between a patient and the Practice, a request will be submitted for their removal and that of their immediate family subject to the following:

- The Practice has made every effort to maintain the relationship where this is reasonably practical
- Legal advice has been sought to ensure that the Practice has done all that it can, and check the legalities of the removal.
- The patient (and their immediate family) has been discussed as a case study in the weekly clinical meeting and all Partners present are to agree that removal of this family is the most appropriate solution.
- A letter will be sent to the patient (and their immediate family) explaining the Practice decision.

Removal will be arranged with immediate effect.

### 4. Patient has moved outside of the Practice Catchment Area

When a patient moves outside of the catchment area and informs the Practice of their new address, the patient will be informed that they will need to find a new GP within their new locality. Their address will not be updated on the clinical system, but a major alert message will be created to inform that the patient has moved.

The change of address notification will be diarised for 2 months, if after this period of time the patient still has not found a new GP, the Practice will write to the patient informing them that as they live outside of our catchment area they will be removed from our list, as we can no longer provide them with our services. A removal notification will be sent for 30 days.

### 5. Lone Registered Children

Where a child becomes lone registered i.e. a child who has no parent/guardian registered here at the Practice who lives within the household of the child, the Practice will notify the parent/guardian in writing to advise them that they will need to register their child/s at their own Practice or other Practice of their choice.

It is Practice policy not to have children lone registered at the Practice, this is in the best interest, safety and welfare of the child.

An 8-day removal will be arranged to give the parent/guardian time to register their child/s elsewhere although the child/s will still be able to attend for full practice services/appointments as required until the removal is complete.

The South West London Integrated Care Board (SWLICB) may be able to advise on how to register with other local GP Practices; Telephone: 0800 026 6082, Email: [contactus@swlondon.nhs.uk](mailto:contactus@swlondon.nhs.uk) or postal address: NHS South West London, 120 the Broadway, Wimbledon, London SW19 1RH