Dear Colleagues,

Please note the message below, which informs GP Practices of actions taken nationally to clarify the policy and the national procedure for removal and allocation of patients who are threatening, abusive or violent.  The service also adopts a new name, the **“Special Allocation Scheme”**.

“NHS England’s Primary Medical Care Policy and Guidance Manual (PGM) was published in November 2017 and includes a comprehensive chapter on Special Allocation Schemes (SAS) (previously known as Violent Patient or Zero Tolerance Schemes). The chapter provides key information on commissioning scope and eligibility criteria for removals and allocations.

The aim of the national SAS policy is to bring consistency in approach across Commissioners that is aligned with the GMS and PMS consolidated Regulations (2015).

The pertinent regulatory requirements for an immediate removal under these regulations are:

1. The practice has reported the incident to the police
2. The practice must notify the board [*that it is requesting a removal*] and notice may be given by any means but, if not in writing, must subsequently be confirmed in writing before the end of a period of seven days beginning with the date on which notice was given.

In respect of (2) this is fulfilled when PCSE are notified by the practice, as PCSE are acting on behalf of NHS England and all commissioners.  As a result, at this point PCSE should remove the patient. NHS England has commissioned a national services through PCSE for list management in General Practice (including deductions under Schedule 3, part 2 paragraph 25 of the GMS regulations (2015) and Schedule 2, part 2, paragraph 24 of the PMS regulations (2015), ‘Removal from the list of patients who are violent’

Historically and currently there remains variable and disparate arrangement in place (predominantly as a result of existing contractual arrangements with providers) which have the potential to place the Commissioner at risk through acting outside the regulations. Furthermore, there is potential to increase actual risk in GP Practices, where there are additional local approval steps involved prior to an immediate removal request being actioned by Primary Care Support England (on behalf of ‘the Board’)

To mitigate the risks identified above and to ensure the process is aligned with the regulations and policy, NHS England has directed PCSE, with effect from **Monday 05th February 2018** to action immediately i.e. on the same day, all requests from GP Practices for removals under these regulations.

Whilst the removal of secondary and local commissioner approval is necessary to mitigate any immediate risk within the referring practice, the policy includes a provision for the SAS provider to determine whether the removal request is appropriate.  In cases where a removal and allocation is not considered clinically appropriate by the SAS provider, then they are advised to discuss the matter with the Commissioner (see patient pathway page 192).

Commissioners will no doubt have an operational relationship with their SAS providers and should continue to work closely with them to ensure patients are being referred appropriately.”

MESSAGE ENDS

Below is a link the to the Primary Medical Care Policy and Guidance Manual (PGM).  Section 6 provides full details of the SAS policy and procedure mentioned above.

<https://www.england.nhs.uk/publication/primary-medical-care-policy-and-guidance-manual-pgm/>

Kind regards

Gina

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