

GMS Service Delivery Partners Acceptance Transactions

Process number: GM-SD-QP008



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Purpose

This procedure describes how registration transactions are manually processes in PARTNERS.

Scope

This procedure is applicable to all PSD Medical staff involved in patient registration.

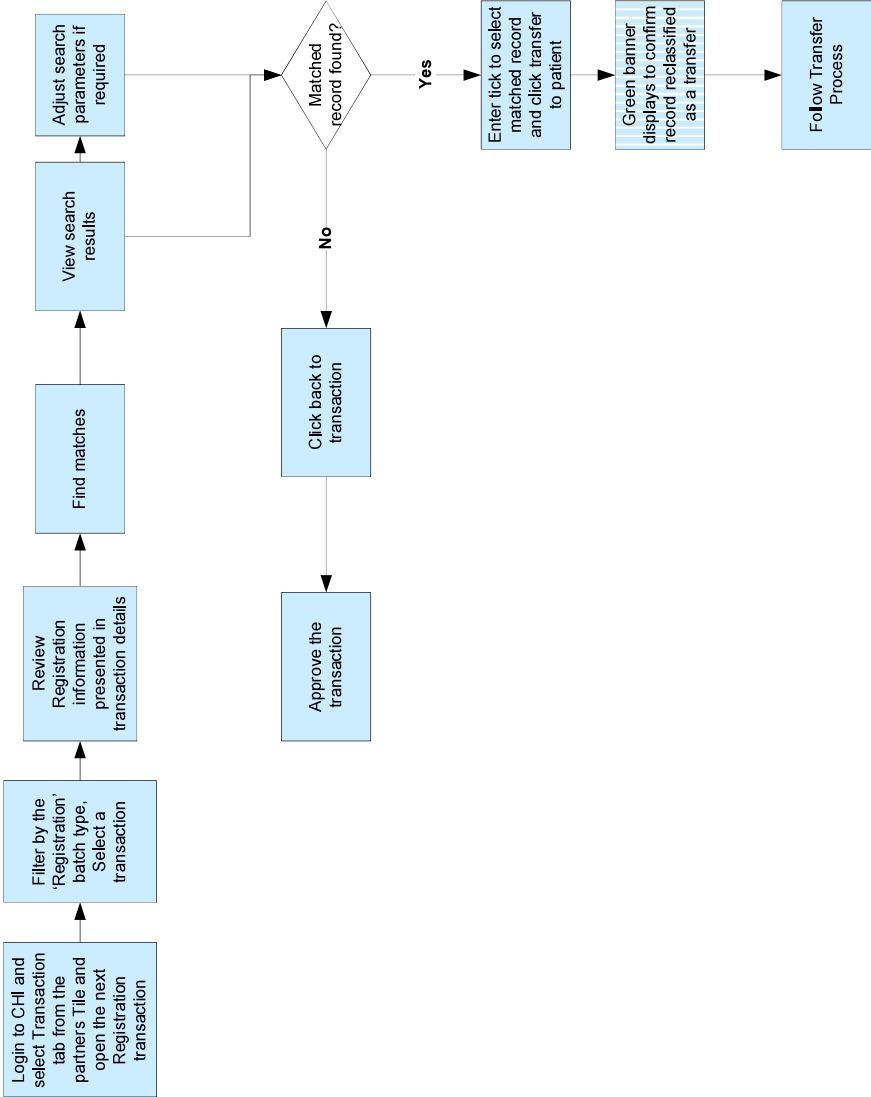
Reference

[Documentation that will be needed to assist/complete the process]

Documentation	Location
Partners Amendments Transactions SOP (GM-SD-QP007)	Medial Training (sharepoint.com)

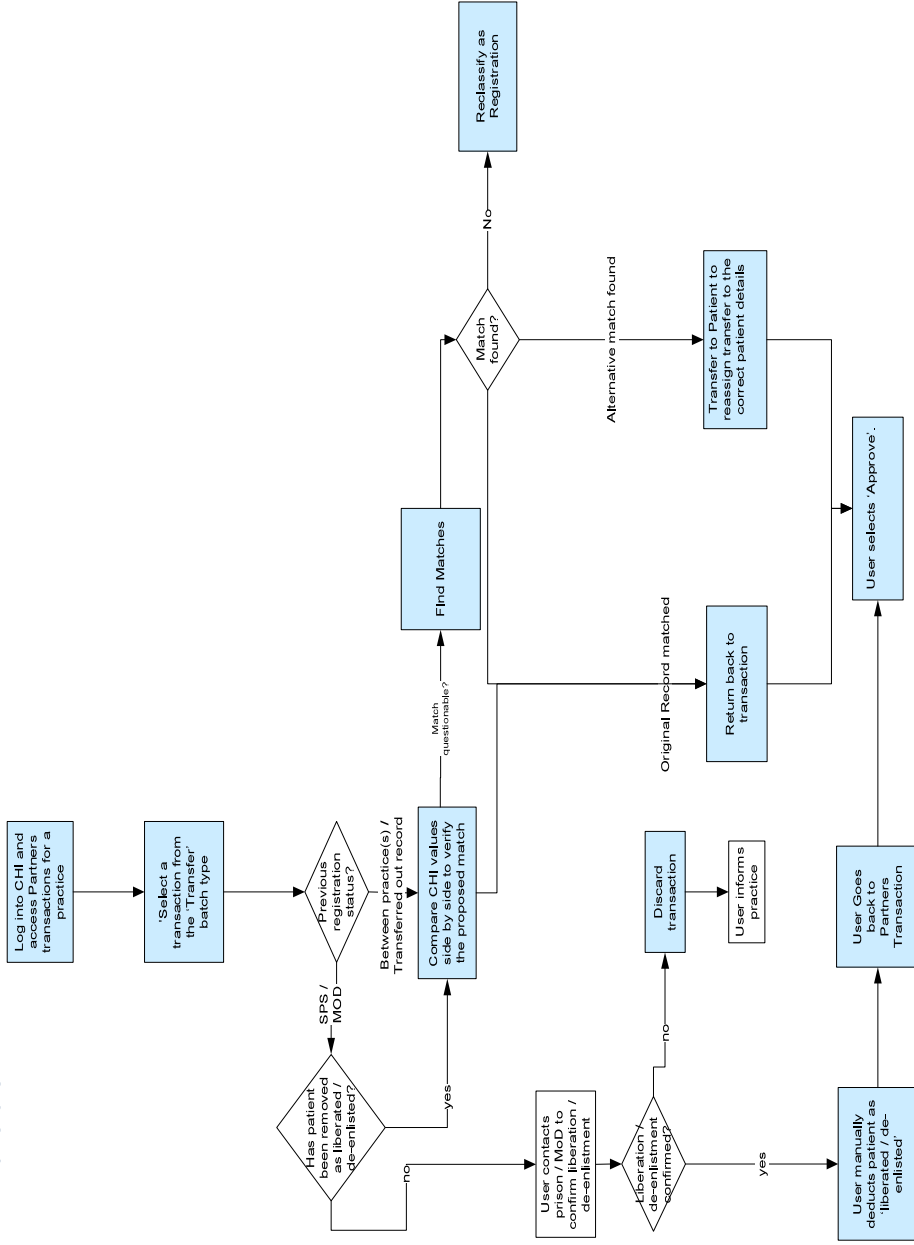
Process workflow

Registrations:

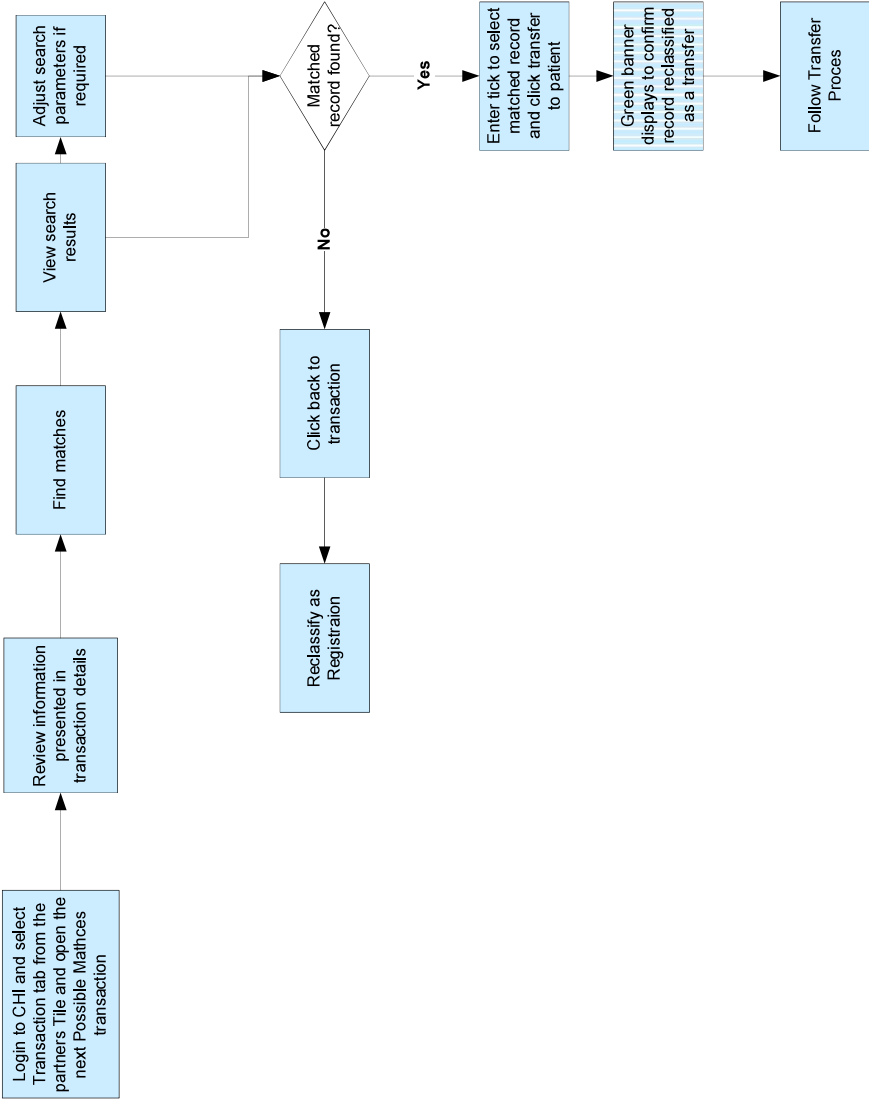


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Transfers:



Possible Matches:

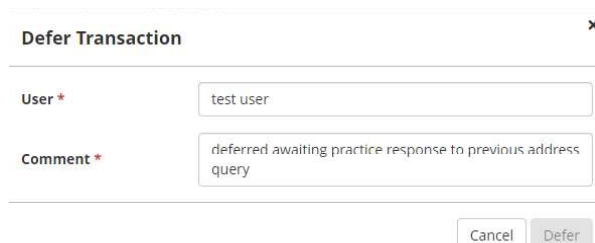


1. First Registration in Scotland

- 1.1. When a GP practice enters patient registrations to their system, the information is uploaded to the CHI system for PSD teams to action. The amendment transactions are reviewed by logging into the PARTNERS area of the CHI system.
- 1.2. Where possible when no exception criteria have been triggered, the CHI system will automate patient registration transactions. Where it has not been possible to automate the transaction, these will be present to PSD users in the *PARTNERS* Area
- 1.3. To access *PARTNERS*, the user logs into CHI and selects the *PARTNERS* tile on the home screen. Details of how to navigate PARTNERS can be found in the **1. Reviewing Partners Transactions section** of the Partners Amendment Transactions SOP ([GM-SD-QP007](#))
- 1.4. Where Partners has classified a transaction as a registration this will be apparent from the Batch Type column. This occurs where CHI has been unable to determine a match for the patient that already exists or the patient is registering with a practice in Scotland for the first time.
- 1.5. A Registration should only be processed on CHI where there is no indication that the patient has previously been registered or a resident in Scotland prior to further investigation. Indicating factors include:
 - There is a likelihood the patient may have changed their name or has alternative names.
 - Unusual spellings in Surname or Forename, Nicknames or hyphenation. It may be possible that the Surname and Forename may have been transposed.
 - Place of Birth is in Scotland.
 - Recent Birth - it is expected that an existing CHI Record should be found on CHI. A thorough search must be conducted to ensure the patient is not registered as a baby with a different Surname.
NOTE: All babies born in Scotland have a CHI record created at birth
- 1.6. It is good practice to conduct a search using variations of the details in the transaction to verify that the patient definitely does not have an existing CHI record. User selects **Find Matches** to view the list of potential matches. This is presented in the same format as the CHI Patient search screen. User can manually adjust search criteria if required.
 - 1.6..1. User can click on any of the patients on the list to view their full CHI records for further details. The '*Back to Find Matches*' option at the top of the patient screen will return the user to the full matches list at any time.

← Back to Find Matches
 - 1.6..2. Where the user has verified a correct match, they can select the correct record by ticking the box next to the patient's name.
 - 1.6..3. The user selects **Transfer to Patient** which will bring the CHI patient data across to allow the user to process the transaction as a transfer.
- 1.7. Where doubt exists over a transaction, the user can **Defer** the transaction to allow time to investigate further. The user's details will appear automatically in the pop-up box.

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- 1.8. The **user must** enter a comment as information as to what actions are being taken. Potential investigative actions should include:-.
- Contact the GP Practice and ask them to check the GPR Form for further information. e.g., Previous names, Previous address, mother's maiden name.
 - If no further information is received from the GPR Form, ask the GP practice to contact the patient by telephone. Give the practice an outline of the information required.
 - If appropriate, check NHSCR database as this may provide further information. Further enquiries can be made with NHSCR directly.
 - As appropriate, defer the transaction to allow time to contact the patient. If no information is obtained using the above checks, issue an Enquiry Letter to the patient.
- 1.9. If the user is confident that no record already exists for the patient, then they can proceed with the registration approval process.
- 1.10. It is best practice to always attempt to use the *Search Address* function before approving address amendment transactions as this will apply the agreed standard format including Unique Property Reference Number (UPRN) where possible.
- 1.11. Where an address is found to be too long for CHI or is in an unacceptable format it should be abbreviated as required and the 'Notify GP of Address Change' box left unticked. This action prevents the address from being sent back to the practice.
- 1.12. If the address result incorrectly splits the flat number/house name and street over two lines i.e.



The user should manually adjust the address to ensure that this is combined onto the first line and no information is lost. The user can use the [Reset Changes](#) to restore the data to what was received from the GP Practice.

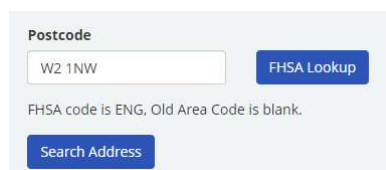
- 1.13. If the user makes any corrections i.e., spelling corrections to the address sent in by the practice, they have the option on screen during transaction processing to send an address back to the practice. The user clicks the pencil icon beside the address while viewing the transaction and selects the box to 'Notify GP of Address Change'.



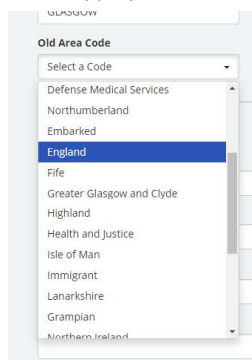
- 1.14. If a Previous Address is provided in the transaction details, the search address button can also be used to verify this address in the same method as for the home address listed above. There is also the option to use the FHSA lookup against the postcode provided in the previous address. Where possible, this will indicate to

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the user if the postcode is known to be in another UK country. The user should use this information to apply an old area code where appropriate:

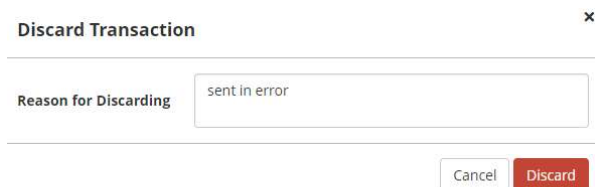


A screenshot of a web form for postcode lookup. It features a text input field containing 'W2 1NW', a blue 'FHSA Lookup' button, and a feedback message: 'FHSA code is ENG, Old Area Code is blank.' Below this is a blue 'Search Address' button.



A screenshot of a dropdown menu titled 'Old Area Code'. The menu is open, showing a list of options: 'Select a Code', 'Defense Medical Services', 'Northumberland', 'Embarbed', 'England' (highlighted in blue), 'Fife', 'Greater Glasgow and Clyde', 'Highland', 'Health and Justice', 'Isle of Man', 'Immigrant', 'Lanarkshire', 'Grampian', and 'Northern Ireland'.

- 1.15. Where a patient is identified as having moved to the UK for the first time, Immigrant should be selected from the Old Area Code drop-down list.
- 1.16. Once the user is satisfied that all the information is correct, the user can select **Approve** to complete the registration which will create the CHI record and register the patient with the practice.
- 1.17. Please note: Registrations should only be discarded if the registration has been sent in error, i.e., practice has registered a Temporary Resident in error or practice has registered a dummy patient in error. The GP Practice must be fully consulted where registration transactions are discarded and should be made aware that they will receive no message via PARTNERS. When discarding a transaction, the user must include a Reason for Discarding in the pop-up box provided. This will be reportable for audit purposes.



A screenshot of a 'Discard Transaction' pop-up window. It has a title bar with a close button (X). The main area contains a label 'Reason for Discarding' and a text input field with the value 'sent in error'. At the bottom right are two buttons: 'Cancel' and 'Discard'.

2. Transfers

- 1.18. Transfers occur when a single matching patient record on CHI has been found to match with the information provided from the GP Practice. Where possible, the CHI system will automate the processing of transactions, however, when it is unable to do so these will be presented to users to manually process. Where Transfer transactions are present to a user, these will contain a summary at the top of the page which indicates why the system was unable to automate and what the user is expected to check/resolve to allow processing:

Summary x

- Incoming home address not found on Address Base

[OK](#)

- 1.19. Patient details input by the practice are displayed on the right of the screen, and the CHI matched patient data on the left side. A comparison should be done on patient name(s), DOB, previous address, previous GP details and if appropriate, NHS Number to validate the correct match has been made. It will need to be determined that the matched patient is correct. Any inconsistencies should be investigated. e.g. If the patient is currently registered with a GP on CHI but the registration quotes a previous English address.

Field	CHI Value	GP Value
Chi Number	180735000	
Practice Code	6342	6017
GP Reference Number	L1111	L3354
Sex	Female	Female
Date of Birth	18/07/2016	18/07/2016
Surname	MOUSE	MOUSE
First Forename	BABY	MINNE
Second Forename		
Known As		
Previous Surname		
Birth Surname		
NHS Number		
Date of Acceptance	23/09/2023	26/10/2023
Date of Deregistration	26/09/2023	
Reason for Deregistration	Untraced at last address	
Place of Birth		GLASGOW
Home Address	1 DISNEY STREET, PARIS	1 DISNEY STREET, PARIS
Home Postcode	PA1 5RS	PA1 5RS
Previous Address		
Previous Postcode		
Institution Code		
Old Area Code		

- 1.20. The way in which a transfer transaction is process is dependent upon the status of the matched CHI record i.e., registered with a Scottish Practice/ Registered with MOD/SPS Practice/deregistered etc and the nature of the registering practice i.e., GMS Practice/MOD/SPS

- 1.21. If the user does not believe the CHI record presented is correct, selects [Find Matches](#) to view the list of potential matches. This is presented in the same format as the CHI Patient search screen. User can manually adjust search criteria if required.

- 1.21..1. User can click on any of the patients on the list to view their full CHI records for further details. The 'Back to Find Matches' option at the top of the patient screen will return the user to the full matches list at any time.

[← Back to Find Matches](#)

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- 1.21..2. Where the user has verified a correct match, they can select the correct record by ticking the box next to the patient's name.
- 1.21..3. The user selects **Transfer to Patient** which will bring the CHI patient data across to allow the user to process the transaction .
- 1.22. Where the user has confirmed that the assumed match made by CHI was incorrect and no current CHI record exists for the patient, they select **Reclassify as Registration** to process the transaction as a registration.
 - Please note that once you have reclassified a transaction, if you do not process this and leave the transaction, it will be found in Transfers category rather than Registrations, where it was first placed.

1.22..1. Transfer Between Practices/ Previous Registration Status is Transferred out

- a) On CHI, select Partners from the main menu and select Transactions Tab. A Transfer transaction is selected.
- b) The two records are displayed side by side: CHI Value & GP Value. User compares the data available. User can select **Go to Patient** if they require more information.
- c) Where user is satisfied the match is accurate and has used Addressbase to confirm the address information, user selects **Approve** the transaction and this updates the patient's record with the new registration details and creates an MRE Line to request the record from the previous practice or from storage if required.
- d) Where the patient was transferred off prior to the transaction being approved with a New Area code as elsewhere in the UK. This should be captured in the Old Area Code following the transaction approval and an MRE line created.
- e) Where the user has carried out an AddressBase search on Previous Address which results in a postcode for Previous Address being added which corresponds to another UK home country (i.e. non-Scottish), then following approval an Old Area Code is added.
- f) Where the user has manually added an Old Area Code (via the FHSA (Family Health Services Agency) lookup) which corresponds to another UK home country (i.e. non-Scottish) then following approval an Old Area Code is added.
- g) The user should check the patient's MRE to ensure that the line has been created. In some cases, the user will be required to manually create an entry requesting the record from the old area. It is intended that the automation of these lines will be added with a future update to CHI.

1.22..2. Previous Registration Status is SPS (Scottish Prison Service)

- a) Where the last practice the patient was registered with is a SPS Practice (Practice code 3939-1). The user must select **Go to Patient** to check whether the patient record has been deregistered as this information is not visible in the transaction details.
- b) Where the patient record has NOT been deregistered, user must contact the relevant Prison establishment to confirm liberation. Where liberation has NOT been confirmed by the Prison establishment, user to 'Discard' the transaction with the reason for discard added to the comment in the pop-up window.

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- c) Where liberation has been confirmed by the Prison, user should manually deregister the patient as in the CHI record. Go to Manage menu, deregister from a Practice, Reason for removal 'Removed at patient's request'. The user can then return to the transaction.
- d) Where the patient record has been deregistered, user to **Approve** the transaction, which updates the patient record with the new registration details.

1.22..3. Previous Registration Status is MOD (Ministry of Defence) Practice

- a) Where the last practice the patient was registered with is an MOD Practice. The user must select **Go to Patient** to check whether the patient record has been deregistered as this information is not visible in the transaction details.
- b) Where the patient record has NOT been deregistered, user must contact the relevant MOD Health Centre to confirm if the patient should be removed as Enlistment. Where de-enlistment has NOT been confirmed by the MOD establishment, user to 'Discard' the transaction with the reason for discard added to the comment in the pop-up window.
- c) Where de-enlistment has been confirmed by the MOD Health Centre, user should manually deregister the patient as in the CHI record. Go to Manage menu, deregister from a Practice, Reason for removal 'Enlistment. The user can then return to the transaction.
- d) Where the patient record has been deregistered, user to **Approve** the transaction, which updates the patient record with the new registration details.

1.22..4. Cross-Border Registration - English resident registers with a Scottish GMS practice

- a) There are a small number of practices in the Scottish Border/Dumfries and Galloway area that may register patients with an English Address. These will come in as partner transactions, but the home address will be in England, a GP Cypher of D or E and the HBOR will display as either Northumberland or North Cumbria
- b) Where the patient is moving from another address in Scotland, the Transfer process applies. The practice should be informed to manually deduct the patient and re-register the patient, changing the address and ensuring the Trading Partners matches either D or E.
- c) Where the patient is moving from an address in England, the user must use the pencil icon to ensure an Old Area Code of England is applied before approving the transaction.

1.22..5. Previous Registration Status is with a Challenging Behaviour Practice

- a) Where the last practice the patient was registered with is a challenging behaviour practice. Select **Go to Patient** to check whether the patient record has been deregistered.
- b) Where the patient record has NOT been deregistered, user must contact the practice to confirm whether the patient is permitted to register elsewhere. Where the practice confirm the patient is to remain registered with them, user to 'Discard' the transaction with the reason for discard added to the comment in the pop-up window. User should

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contact the registering practice to notify them that the patient is not eligible for registration at this time.

- c) Where the practice to confirm the patient is permitted to register elsewhere. The user should user should manually deregister the patient as in the CHI record. Go to Manage menu, deregister from a Practice, Reason for removal at patients request with the date of deregistration as the date of processing. The user can then return to the transaction and approve the transaction which will update the registration details.

3. Possible Matches

- 1.23. Possible Matches occur when CHI has returned more than one potential matching patient record on CHI and is unable to determine the correct patient record to proceed with the transfer or registration. These will always be presented to a user to investigate and process manually.
- 1.23..1. User selects **Find Matches** to view the list of potential matches. This is presented in the same format as the CHI Patient search screen.
- 1.23..2. User can click on any of the patients on the list to view their full CHI records for further details. The '*Back to Find Matches*' option at the top of the patient screen will return the user to the full matches list at any time.
- 1.23..3. Where the user is unable to find a correct match and is confident that there is no current CHI record for the patient, the user can select **Reclassify as Registration** to process the transaction as a registration for the first time in Scotland.
- 1.23..4. Where the user has verified a correct match they can select the correct record by ticking the box next to the patient's name.
- 1.23..5. The user selects **Transfer to Patient** which will bring the CHI patient data across to allow the user to process the transfer.

4. Change of GP within a Practice

- 1.24. Where the GP Practice changes the registered GP for a patient, either as the result of an internal transfer or a change of Trading Partner/HB, this may come in as a transfer transaction. It is expected that in most cases the system will automatically process these transactions.
- 1.25. However, if these fail any processing rules these will be present to a user to manually approve. The user should investigate the reason for processing failing in the Summary e.g. address validation failed, at the top of the transaction page and resolve this before approving in line with the transfer process outlined in section 2 above.

5. Reversal of Deduction

- 1.26. Where a practice disagrees with a deduction transaction that they have been sent from CHI, they can reject this on GPIT which in turn sends a 'reversal of deduction' transaction to PARTNERS
- 1.27. User selects a 'reversal of deduction' transaction from PARTNERS Transaction Tab
- 1.28. User investigates whether the patient should be removed from the practice list or not.
- 1.29. If the user confirms the deduction message was sent correctly then the user should contact the practice to inform them that the patient is to be removed and discards the transaction.
- 1.30. If the user determines that the deduction was sent in error and therefore the reversal is appropriate, the user should **Approve** the transaction.
- User should take a note of the CHI number and update the MRE line with status in as 'retained by practice'.