

Luther Street Medical Centre Registration Policy

1. Purpose

This policy sets out the procedures and requirements for registering patients with the practice, ensuring fair access to services, compliance with NHS guidance, and appropriate safeguarding of patient information.

2. Scope

This policy applies to all staff involved in the registration process and to all individuals seeking to register with the practice, including:

- Permanent residents
- Temporary residents
- Patients without fixed addresses
- Overseas visitors

3. Eligibility for Registration

Patients are entitled to register with a GP practice free of charge.

The practice **does not require**:

- Proof of address
- Immigration status
- Photo identification

However, patients will be asked **prior** to registering, their legal name and date of birth to support accurate registration.

4. Registration Process

To register, patients should:

1. Complete a **PRF1 registration form**
2. Complete a **new patient health questionnaire**
3. Provide their NHS number where known (staff can assist in locating it if unknown)
4. Registrations may be completed:
 - In person
 - Online via our website [Luther Street - Healthcare for people experiencing homelessness](#) (**currently under development**)

5. Temporary Residents who are homeless or vulnerably housed

Patients staying in the area for more than 24 hours but less than 3 months may be registered as temporary patients.

- Temporary residents will receive necessary and immediately required treatment
- They remain registered with their usual GP practice

6. Patients Without a Fixed Address

The practice will register patients who are:

- Homeless
- Living in supported temporary accommodation
- 18 or over (we do not accept children's registrations)
- Generally, within Oxford City although reasonable exceptions can be made for example for people who are moving around rough sleeping or sofa surfing in multiple locations in Oxford or the county

An address is not essential; the practice may use:

- The practice address
- A care-of address

7. Overseas Visitors

Overseas visitors who meet the criteria of being homeless or vulnerably housed may register with the practice if eligible for NHS services.

- Some services may be chargeable depending on residency status
- Urgent and immediately necessary treatment will not be refused

8. Reasons for Refusal of Registration

The practice may only refuse registration on reasonable, non-discriminatory grounds, such as:

- The patient resides outside the practice boundary (unless exceptions apply)
- The practice list is formally closed
- The patient's behaviour poses a risk to staff or other patients (following due process)
- The patient is stably housed

Refusal will never be based on:

- Race, gender, age, disability, religion, sexual orientation, or medical condition

Where registration is refused:

- The reason will be recorded
- The patient will be informed in writing within 14 days
- Information on alternative practices will be provided

9. Patient Deductions

A patient may be removed from the list if:

- They move out of the practice boundary
- They request to register elsewhere
- There is a breakdown in the doctor-patient relationship (following NHS guidelines)
- They become stably housed

The practice will follow safe and fair procedures in all cases.

10. Confidentiality and Data Protection

All registration information will be handled in accordance with:

- UK GDPR
- Data Protection Act 2018
- NHS confidentiality guidance

Patient data will:

- Be stored securely
- Only be accessed by authorised staff
- Be shared appropriately for continuity of care

11. Safeguarding

The practice is committed to safeguarding:

- Children
- Vulnerable adults

Registration processes will support identification of safeguarding needs and ensure appropriate referrals where necessary.

12. Equality and Accessibility

The practice is committed to:

- Equal access for all patients
- Providing interpreting services where required
- Making reasonable adjustments for patients with disabilities

13. Review of Policy

This policy will be reviewed annually or sooner if there are changes to NHS regulations or local commissioning requirements.

14. Related Policies

- Equality and Diversity Policy
- Safeguarding Policy
- Complaints Policy
- Data Protection and Confidentiality Policy