

## List Maintenance Tips

Area:	Tip:	Action:
FP69	Check deduction screen on clinical system at least once each week, ideally more frequently.	Identify dedicated member(s) of staff for this task. Have a policy to clearly explain the FP69 process requests. Process requests as soon as notification is received to allow time to take effective action and remove the FP69 flag. <i>Remove the flag – keep the patient – keep the funding!</i>
Patient Deductions	Check routine patient deductions at least on a weekly basis.	Process as soon as the deduction occurs so that patient records can be sent to the patient's new practice as soon as possible, either via GP to GP or the courier system. <i>Effective handling of records never did anyone any harm!</i>
Patients Absent from UK	Practices are required under the regulation to remove any patient who intends to be away from the UK for a period of at least 3 months	Similarly, action as soon as the practice becomes aware that a patient is leaving or has left the country. <i>Programmes by NHSE checking these procedures are in place should drive motivation!</i>
Check Patients Addresses	<p>1 – Ask/check with the patient their address whenever they contact the practice</p> <p>2 – Check and confirm the address quoted on all letters or correspondence received concerning patients, e.g.</p> <ul style="list-style-type: none"> <li>• Insurance companies</li> <li>• OOH providers</li> <li>• Hospitals</li> </ul>	<p>Train reception staff to routinely ask patients to confirm their address when they ring for appointments</p> <p>Patients are likely to give their correct addresses to these organisations; this is a good source of keeping patients addresses current.</p> <p>Practices can deduct patients who have clearly moved out of their area and put the new address on the deduction screen. <i>Accuracy here can reduce the number of flags received</i></p>
Message on Call System	If the practice has a visual patient call system i.e. Jayex Board this is a good way of getting messages to patients.	Ask patients to notify the practice of any change of phone number(s) or address. <i>An easy way to maintain accurate records.</i>
GPs Confirm Patient	Get the GP to confirm the patients	It is important that the correct

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Address	address during the consultation especially when proposing a referral.	address is quoted on all paperwork when the GP is making a referral via other means e.g. Choose & Book <i>Enables prompt and effective communications all round!</i>
Returned or undelivered letters	All correspondence sent out by the practice to patients should have an external stamp giving the practice address.	Staff must be aware that all post being sent out should have a return address on the envelope.  If letters are returned as 'not known at an address' practice staff should attempt to contact the patient If confirmation is not obtained the patient should be deducted as having moved. <i>Be proactive!</i>