



# Good Practice

Issue 114

August 2019

## DDRB Update

Unfortunately we have no update to provide you at this time other than to say, as soon as the Scottish Government advise us of the uplift, we will advise yourselves accordingly, and further once we do have the uplift values, those will be used to calculate payment with effect from 1st April 2019.

## 6% Refunding – Summary of Important Points

### Practice Staff

To ensure 6% refunding, practices must complete their online SPPA reporting BY the 19th of the month following collection, ie May 2019 contributions must be reported by 19th June 2019.

Provided this timetable is adhered to, refunding will happen the next again month, ie May 2019 contributions reported by 19th June 2019, a 6% refund will be made in your July 2019 payment.

### Practitioners

Refunds will be made against your current Financial Year estimated deductions, the following month, ie in respect of June 2019 contributions, a 6% refund will be made in your July 2019 payment.

## Important Dates

### July 2019 Payment

Medical Payment date for July: Wednesday 31<sup>st</sup> July 2019

Earliest date from when e-Statements may be available:

Friday 26<sup>th</sup> July 2019

### August 2019 Payment

Medical Payment date for August: Friday 30<sup>th</sup> August 2019

Earliest date from when e-Statements may be available:

Tuesday 27<sup>th</sup> August 2019



## Creation of a CHI Number

The Community Health Index (CHI) is the NHS in Scotland database which has 2 main functions:

- Creating a unique number for patients in Scotland
- Recording a patient's registration status/history with a GP Practice

The CHI is the only system that can create a unique CHI number for a patient and it does so in the circumstances below.

## Scottish Birth Record (SBR)

When a patient is born in a Scottish hospital, the birth is recorded on the SBR and that process instigates the allocation of a CHI number (from CHI) for the baby. This enables the hospital systems to use the CHI number to track the baby during its stay.

At this stage the baby will not be registered with a GP Practice. The baby will also most often be recorded as "Baby Surname" as the birth has not at this stage been registered with National Records Scotland.

When the baby is registered with a GP Practice for the 1st time Practitioner Services staff will update the CHI record created by SBR with the patient's full name and details.

## First Registration in Scotland

For persons not born in Scotland, a CHI number will be allocated when the patient either:

- first registers with a GP Practice in Scotland; or
- attends a hospital that can register a new patient on to CHI.

Most often a person who comes to Scotland will register with a GP Practice using a GPR form.

The information is passed to Practitioner Services to allocate a new CHI number and add the patient to CHI.

Patients who are seen in hospital that require a CHI number will be added to CHI with a skeleton set of details.

If the patient remains in Scotland and registers with a GP Practice Practitioner Services will link the patient to the existing CHI that was created.

## Patients registering in Scotland who have a CHI number

If a patient already has a CHI number this number should be used when they move between GP practices in Scotland or return to Scotland after an absence of time, for example:

- Patients registering with a new GP practice who are currently registered at a different Scottish GP practice
- Patients who are returning after a stay in England, Wales or Northern Ireland.
- Patients returning to Scotland due to being stationed at a Scottish Armed Forces Base
- Patients registered with the Scottish Prison Service who have previously been registered in Scotland
- Patients returning to Scotland who have left the Armed Forces
- Patients returning to Scotland after living outwith the UK

During the registration process with a new GP practice (or Prison/MoD practice) the patient details are transferred to Practitioner Services to link the details to the existing CHI record.





# Community Health Index numbers explanatory note (continued)

## Registration Process with GP Practices

When a patient registers with a GP practice they will complete the GPR form and those details (with any other details the GP practice require) are recorded on to the GP Practice Clinical System. The GP practice will then send the registration details via PARTNERS system to Practitioner Services.

At this point Practitioner Services operators will identify if the patient has an existing CHI record which will be updated, or if not a new record created.

## NHS Boards / Secondary Care

Patients who attend secondary care for example A&E or outpatients the details of patients who have a CHI number will be available through the Trakcare System. Trakcare can also search CHI and bring across details for any patient it does not have recorded.

If a patient has no CHI record a new CHI record can be allocated. In some NHS Boards<sup>(#)</sup> they can add a new record to CHI to generate a CHI number and in others they contact Practitioner Services. Not all patients require a CHI number immediately with some NHS Boards using the Trakcare number.

<sup>(#)</sup> NHS Boards that can add a new record direct to CHI are: NHS Ayrshire & Arran, NHS Greater Glasgow & Clyde, NHS Tayside, NHS Dumfries & Galloway and NHS Forth Valley.

## Temporary Residents

When a patient registers as a Temporary Resident with a GP Practice the information is only captured in the GP IT system of the temporary GP Practice. If the patient requires a referral for any reason and needs a CHI number the patient can get this from their previous GP Practice, Practitioner Services or the NHS Board in to which the patient is referred. If the patient has no CHI number this can be managed by the NHS Board as in the NHS Boards / Secondary Care section.

This would be the same for patients temporarily in the area as a result of coming from England, Wales or Northern Ireland as it would for those from outwith the UK. Members of gypsy/traveller communities are also able to register temporarily and, if a CHI is needed, the same process should be followed.

## Multiple CHI numbers

A patient may have more than one CHI number for the following reasons:

- CHI has 8 databases and prior to these being linked under one Unique Patient Identifier (UPI) a patient who registered in different NHS Boards on different CHI databases would have additional CHI numbers.
- A patient may provide details that do not match to their existing CHI record for example:
  - A patient registered as 'baby Smith' might register with a different surname and address by the time they register with a GP Practice.
  - A patient may indicate they have never been registered in Scotland so an operator is not looking for a match.

Practitioner Services undertake Data Quality exercises to identify possible duplicates and link those that are duplicates. The focus for this is on patients registered with a GP Practice as additional information can be established to confirm a possible duplicate. Data for unregistered patients is difficult particularly if the last update to the record is many years ago, however as new information becomes available further checks can be made and links established.

# Patient Registration

## Patients with No Fixed Abode

Following on from the Scottish Government article on CHI numbers here is some additional guidance on patients with no fixed abode, including gypsy travellers.

We recognise it is hard to positively identify a patient if they have no address and in these circumstances little in the way of identification to help. Balancing registration, whether temporary or permanently, when you cannot confirm someone is who they say they are is difficult.

Hopefully this guidance will at least help with the lack of current address in getting people in to the necessary processes.

## Permanent Registration

If a patient with no fixed abode is looking to register as a permanent patient with your GP Practice it is still important a patient provides as much current and previous personal information as possible so that we can match the patient on CHI and give you their correct CHI number and patient medical record to help you in giving the patient the best care. It also means that all previous interactions between primary and secondary care are linked by using the patient's correct CHI number.

A current address for a patient is also important because it allows for any correspondence from hospitals or national screening programmes to be received by the patient. Almost all hospital and screening appointments and results are sent by post. We would advise the following if the patient has no fixed (or postal) address:

(1) Is there a care/of address that could be used? This could be a friend or relative address, a Homeless Centre, a caravan site or any point where the patient could receive mail.

Or

(2) Can you use the GP Practice address? This would only be used within the NHS and any NHS mail could be used to discuss with the patient; i.e. screening invites or hospital letters.

If neither option is available speak to your local Practitioner Services office who will add the patient as No Fixed Abode and circumventing the address validation but that would mean any important mail would be undeliverable.

## Temporary Registration

For patients in the area for less than 3 months who are looking to register as a temporary patient.

These do not transfer to CHI so it would be up to the GP Practice how you record these.

Please remember though if a temporary registration is to become permanent the above advice would kick-in.

If you require the patient's CHI number to refer a patient to secondary care please contact your local Practitioner Services office who will provide the patient's CHI number and again the above guidance would be relevant.



# National Cancer Diagnosis Audit

Would you like to understand more about how cancers get diagnosed at your practice?

Register now for the National Cancer Diagnosis Audit (NCDA).

The NCDA is a UK-wide audit project that seeks to enhance our understanding of patient pathways to cancer diagnosis. It is led by Cancer Research UK, in collaboration with NHS partners, Scottish Government, the RCGP and Macmillan Cancer Support.

The project is now looking for GP practices in Scotland to contribute data on the primary care part of patient pathways to cancer diagnosis.

The audit team at NHS Scotland will provide tailored feedback, allowing you to evidence good practice and highlight potential opportunities for quality improvement, both at practice and cluster levels.

Audit registration is now open to GP practices in Scotland and data collection will begin by August.

"Completing the audit really helped shine a light on the whole patient journey and where things could be improved for the better" GP participant (2017) Aberdeenshire

Find out more and register now at: [www.cruk.org/ncda](http://www.cruk.org/ncda)

## Regional Office Contacts

All Regional office contact details are available on the Practitioner Services website.

If you cannot find a member of staff or their contact details are missing, please let us know and we will update the lists accordingly.

<https://nhsns.org/services/practitioner/medical/contact-us/>

## Good Practice Contact

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## External Events & Publications

Sept 2019 | RCPSG | [Medicine24](#)

Sept 2019 | RCPSG | [Travel Medicine Roadshow – Belfast](#)

Sept 2019 | RCPSG | [Creative Genius and Mental Health in the Lives of Robert Burns and Robert Lowell](#)

Sept 2019 | RCPSG | [Making Life Work Better](#)

Sept 2019 | RCPSG | [Travel Medicine Roadshow – London](#)

## 2019 PCA & CMO Circulars, Guidance & Information

- 2019-02-04** PCA(M)(2019)01- Primary Medical Services: funding for dispensing general practices.  
<https://www.sehd.scot.nhs.uk/index.asp?name=&org=&keyword=%28M%29&category=7&number=10&ort=tDate&order=DESC&Submit=Go>
- 2019-02-22** PCA(M)(2019)02 - The Primary Medical Services (GP Out of Hours Services) (Scotland) Directions 2019; Health Board Direct Provision of Primary Medical Services (Scotland) Directions 2019; Health Board Primary Medical Services Contracts (Scotland) Directions 2019  
[http://www.sehd.scot.nhs.uk/pca/PCA2019\(M\)02.pdf](http://www.sehd.scot.nhs.uk/pca/PCA2019(M)02.pdf)
- 2019-03-18** PCA(M)(2019)03 - Transferred Services Residuals  
[http://www.sehd.scot.nhs.uk/pca/PCA2019\(M\)03.pdf](http://www.sehd.scot.nhs.uk/pca/PCA2019(M)03.pdf)
- 2019-03-29** PCA(M)(2019)04 – GP Pensions  
[https://www.sehd.scot.nhs.uk/pca/PCA2019\(M\)04.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2019(M)04.pdf)
- 2019-04-01** PCA(M)(2019)05 - GP Minimum Earnings Expectation  
[https://www.sehd.scot.nhs.uk/pca/PCA2019\(M\)05.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2019(M)05.pdf)
- 2019-04-04** PCA(M)(2019)06 - The Primary Medical Services Directed Enhanced Services (Scotland) 2019 Palliative Care Scheme  
[https://www.sehd.scot.nhs.uk/pca/PCA2019\(M\)06.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2019(M)06.pdf)
- 2019-04-23** PCA(M)(2019)07 - Application Form To Register Permanently With A General Medical Practice  
[https://www.sehd.scot.nhs.uk/pca/PCA2019\(M\)07.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2019(M)07.pdf)
- 2019-06-20** PCA(M)(2019)08 - National guidance for clusters. A resource to support GP clusters and support improving together.  
[https://www.sehd.scot.nhs.uk/pca/PCA2019\(M\)08.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2019(M)08.pdf)
- 2019-01-14** CMO(2009)01 - Seasonal influenza: use of antivirals 2018-19  
[https://www.sehd.scot.nhs.uk/cmo/CMO\(2019\)01.pdf](https://www.sehd.scot.nhs.uk/cmo/CMO(2019)01.pdf)
- 2019-05-10** CMO(2019)06 - Fraudulent Medical Registration: Ms Zholia Alemi  
[https://www.sehd.scot.nhs.uk/cmo/CMO\(2019\)06.pdf](https://www.sehd.scot.nhs.uk/cmo/CMO(2019)06.pdf)
- 2019-06-13** CMO(2019)07 - Identification and management of Lyme disease: educational resources  
[https://www.sehd.scot.nhs.uk/cmo/CMO\(2019\)07.pdf](https://www.sehd.scot.nhs.uk/cmo/CMO(2019)07.pdf)
- Historic circulars can be searched on:  
<http://www.publications.scot.nhs.uk/>

**Next Newsletter**

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