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“Out of Area” Patient Policy

Version 1

Purpose

Due to the number of new houses built within Lostwithiel in recent years with subsequent increasing patient numbers and further houses currently being built, we are no longer able to keep patients on our list who live out of our practice catchment area. In the past we have been able to use a degree of discretion if patients moved or lived just outside the boundary but due to the demand on our services and the increasing number of patients within our catchment area, we are no longer able to do this.

Plan

In April 2024 we made the difficult decision to ask patients that don't live in our catchment area to register with a general practice in the vicinity of where they live. We realise that several patients have had a historic agreement with the previous partners to be able to stay with the Practice, however this informal agreement can no longer be accommodated.

This decision was made to ensure all the patients in our catchment area can be provided with all the primary care services that Lostwithiel Medical Practice are contracted to provide. By allowing patients to remain with the practice who no longer live in the catchment area, we are at risk of not being able to fulfil our contractual obligations with the NHS.

We intend to write to patients who are “out of area” to request that they register with a general practice that they are within the catchment area for, within 4 weeks of receiving an “out of area” letter from the Practice. Patients can check if they are out of area here: <https://www.lostwithielmedicalpractice.nhs.uk/about-section/register/>

Patients will be written to (by post or text) by the Practice and asked to register with a Practice local to their home address and advised that 4 weeks after the date on their letter/text they will be deducted from Lostwithiel Medical Practice.

Outcome

To ensure that Lostwithiel Medical Practice will continue to provide a high level of primary care for the patients within their catchment area.