

# Deregistration Policy

We are committed to providing a safe, respectful, and professional environment for both patients and staff. To ensure fair and effective use of our services, patients may be deregistered from our practice under the following circumstances:

## 1. Abusive or Violent Behaviour

- Any form of physical violence, threatening behaviour, harassment, or verbal abuse directed towards staff, other patients, or visitors will not be tolerated.
- Incidents of aggression or rudeness may result in immediate deregistration and, where appropriate, referral to the police.

## 2. Failed to Attend Appointments (FTA) or Late Cancellations

- When a patient does not attend a booked appointment and does not inform the practice in advance (minimum 24hours), this is classed as “Failed to Attend” (FTA).
- Repeated FTAs cause wasted appointment slots and reduce access for other patients.
- Patients who fail to attend multiple appointments without notice may be issued warnings and risk deregistration if the problem continues.
- Patients who repeatedly cancel at very short notice, disrupt the effective running of the practice.
- Where this becomes a pattern, and despite warnings, the patient may be deregistered.

## 3. Extended Non-Engagement

- Patients who have not attended the practice for a period of **two years** will be considered inactive.
- After this period, the system will automatically deregister the patient. They will be required to re-register should they wish to access services again.

#### **4. Misuse of Services**

- Any deliberate misuse of the practice's services, facilities, or resources may lead to removal from the patient list.

#### **5. Process for Deregistration**

- Except in cases of violence or serious risk, patients will usually receive a written warning outlining concerns and if no action is taken then we would proceed with deregistration.