

### **Allocation Procedure**

- Gloucestershire FHS Shared Services will allocate a patient to a GP, whose practice area covers their address, within 48 hours of receiving a signed form. Allocations are done on a rota basis of all GP's who cover the area in which the patient lives.
- If only one or two practices cover the patient's address and the patient has been registered with the practice(s) before the FHS Shared Services will consult with the LMC in order to establish which other practices in the same area will be included in the allocation rota.
- The patient and the GP are informed in writing of the allocation.
- If the GP wishes to appeal against the allocation, this must be received by the Complaints Manager at West Gloucestershire PCT in writing from the GP within 7 days of the allocation. The situation will then be discussed between the allocation and complaints sections to clarify the circumstances.
- The allocation is for a minimum period of three months after which time the GP can apply in writing to have the patient removed from his/her list. (Doctors request removal has the patient deducted from the GP's list 8 days after receipt of a signed request). The patient can only be removed immediately should an incident involving the police occur. In such circumstances the police incident report number should be given to the FHS Shared Services.
- The patient can apply to be removed from a GP's list at any time which will leave him/her without GP services. The deduction will occur 14 days after a signed request has been received by the FHS Shared Services. Should the patient apply to be re-allocated within three months of the original allocation he/she is returned to the same GP for the remainder of the three month period.
- If the FHS Shared Services become aware of potentially special cases they will liaise with a named contact at the appropriate PCT in order to manage the situation. Informal advice can be sought from the LMC in these cases if necessary.