



NHS Lanarkshire Care Homes Protocol Group

Protocol for Patients or Legal Proxies Not Wishing to Change GP On Admission to a Care Home

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CARE HOMES LOCAL ENHANCED SERVICE

PROTOCOL FOR PATIENTS OR LEGAL PROXIES NOT WISHING TO CHANGE GP ON ADMISSION TO A CARE HOME

1. Background

The Care Homes Local Enhanced Service was introduced in recognition of the increasing care needs of patients in care homes and of the additional inputs which could be made available by General Medical Practitioners (GPs) if an enhanced service existed. This allows for a single named general practice to provide medical services to all the residents of any given care home – or group of care homes. The resultant twice weekly visits, proactive care management, medication reviews etc are all aimed at optimising the medical care to this group of increasingly frail patients.

2. Issues/Action

For some patients, particularly those who have been registered with one GP for many years, the suggestion to register with another practice on admission to a care home is not seen by them or their legal proxy as desirable.

If the patient has capacity, the patient is able to express his/her own views on the matter of GP registration.

If the patient lacks capacity and has a welfare attorney or welfare guardian, the attorney or guardian can express their views on behalf of the patient on the matter of GP registration.

Where a patient or legal proxy expresses a wish to retain their current GP, the current GP will speak to the patient or legal proxy involved. The result of this discussion can be classed into 3 main outcomes.

- (a) GP explains the benefits which the new service will provide and recommends that the patient registers with the new practice given the anticipated improved service. As well as outlining the benefits listed in Para 1 above, the GP will be able to provide re-assurance re transfer of records, up-to-date medication, clinical history etc. The patient accepts the re-assurance of the GP and agrees to register with the practice linked to the respective care home.
- (b) GP explains the new arrangements but recognises a particular reason why the current registration should remain in place. The GP agrees to continue to provide General Medical Services for the patient but the enhanced services are not provided.

- (c) GP discusses new arrangements with patient or legal proxy and is of the opinion that the patient's interest would be best served by registering with the practice which provides the Local Enhanced Service to the home. However, the patient refuses to accept that position and wish to remain registered with the current practice.

In the event of (c) occurring, a resolution process is proposed.

3. Resolution

When the current GP and the patient and/or legal proxy do not agree as in (c) above, the locality management team should arrange a meeting with the patient and/or legal proxy and other key stakeholders, such as the current GP, the GP which provides care to the home under the Local Enhanced Service and representatives of the care home, with a view to explaining the advantages of the enhanced service and with a view to reaching an amicable arrangement in keeping with GMC Good Medical Practice