**FAQs**

**ACCESS MEDICAL RECORDS - FEES**

Q We have received a request for records held totally on computer advising that they will not pay more than £10

A The maximum you are allowed to charge for copies of computer held records is £10 – this is under the Data Protection Act.  We are all quite aware that this, in no way, covers the full cost of producing these records and the work associated with it.

For records held in part on computer and in part manually the maximum fee is £50 and for records held wholly manually the maximum fee is, again, £50.

However, if it is the patient requesting sight of the records and no copies are required then regardless of how the records are held, the maximum fee is £10 (except if the records are held wholly manually and records have been added in the last 40 days in which case the viewing is free.

Here is the link to the BMA guidance <https://www.bma.org.uk/advice/employment/fees/medical-records>

**BLUE BADGE REPORTS**

Q Can I charge for a Blue Badge report

A Our understanding of the current and appropriate procedure is that an applicant for a Blue Badge has to give details of their medical condition(s) relevant to the application, and contact details for their General Practitioner and, if relevant other professional(s), such as their specialist Consultant.  The application is then assessed on its merits, but, if further medical information is felt to be needed, the assessor ie the council, would contact the patient’s doctor(s) to obtain this, with an appropriate fee which is paid by the council.

**CLINICAL WASTE SUPPLIER**

Q NHSE have advised me that a new clinical waste supplier has been contracted. I’m happy with my existing supplier. Do I have to change

A NHSE have confirmed that it is an expectation to migrate not a mandate. If you wish to retain your current provider you are within your right to do so. You will still receive reimbursement for your costs on submission of invoices

**INDEMNITY FEES**

Q My practice does not pay the indemnity fees for its GPs. Do I have to reimburse them from the funding the practice has received.

A The LMC advice for reimbursement of fees where the practice does not pay them is to reimburse an appropriate proportion amount which the GP has paid for their cover. The reimbursed amount should be based on the proportion of GMS services which the GP is providing to the practice.   There is no guidance in terms of how this proportion is calculated.  The LMC recommends this is based as a sessional commitment unless another equitable calculation is believed to be fairer.

**NEW GP STARTING – PENSIONS, PERFORMERS LIST ETC**

Q I have a new GP starting at the practice. How do I let PCSE know so that pensions, performers list etc can be sorted.

A Use the PCSE portal <https://pcse.england.nhs.uk/organisations/general-practices/>

There is a tab for Performers List. Click on this and follow the instructions. There are a number of different forms depending on the circumstances. We recommend using these forms to communicate with PCSE rather than emailing or posting.

**OVERSEAS PATIENTS**

Q Can I charge an overseas patient

*A Anyone who is in England is entitled receive NHS primary medical services at a GP practice, irrespective of nationality or residential status. Practices are reminded that people applying for registration cannot be turned down for reasons relating to the applicant's race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition. Practices should not refuse registration on the grounds that a patient is unable to produce evidence of identity or immigration status or proof of address; there is no contractual duty to seek such evidence.*

Here is the link to the BMA guidance <https://www.bma.org.uk/advice/employment/gp-practices/service-provision/patient-registration-for-gp-practices/patient-registration-for-gp-practices-faqs> .  If you scroll down you will see there is an FAQ on registering overseas patients as temporary or permanent.  The answer is that patients should be registered as a temporary resident if they are intending to reside in the practice area for more than 24 hours but less than 3 months. Otherwise they should be registered as permanent.

**New GMS1 Form and TR patients**

Q New GMS1 Form and TR patients – do I use the new GMS1 form for TR patients

A You continue to use the GMS3 form for TR patients

**Read Code for patients with an EHIC/SI/European Health Card**

Q What read code do I use for patients with an EHIC/SI/European Health Card

A EMIS                      9Ny

SystmOne           Xaasn

Snowmed           896271000000104

**STAFF OCCUPATIONAL HEALTH**

Q Can I get free occupational health for my non-clinical practice staff

A Heale’s will provide occupational health for practice staff but you will need to pay.  The free service is only available for GPs.  Here is the link to their website <http://www.heales.com/>

Q We have had initial feedback from Heales our staff need vaccinations for MMR,  Hep B etc. Based on the advice from Heales are we ok giving the vacs to the member of staff if they are happy?

A The LMC does not recommend practices provide medical services to their own staff and this includes for occupational health reasons.   The GMC recognises this in its guidance Good Medical Practice, which states that you should avoid providing medical care to anyone with whom you have a close personal relationship.  The practice would be administering a vaccination without access to the medical records of that member of staff and there is the question of following up the test results afterwards.  You can not claim the cost of the vaccine from the PPA as the member of staff is not your patient.