

Removal from List Policy (Breakdown of doctor patient relationship)

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Due to the geographic situation of this practice removal from the list will not be used unless completely unavoidable, i.e. in the judgement of the practice principal the doctor patient relationship is irrevisibly broken down, despite all attempts to remedy.

In the case of threathening irreversible breakdown of the doctor patient relationship the patient will be advised of the situation and invited to seek remedy.

Should a breakdown have become irrevisible the patient will be advised of his imminent removal from the practice list including the reasons for such removal, the healthboard will be informed and treatment for emergencies will be offered for another 7 days.

In the case of threathened or actual violence against practice or attached staff the police will be informed and the relationship will be deemed to have broken down irrevisibly. Remedial attempts will not be made and explanation will not be given if it is feared that such explanations will exacerbate the situation and result in (further) violence.

A non-exhaustive list of events leading to such an irrevisible breakdown of doctor patient relationship may be:

- Threathened or actual violence against staff or attached staff, irrespective of on practice grounds or outside.
- Theft, fraud or deception including prescription fraud or wanton destruction of NHS or practice property
- Unremedied irresponsible and/or dangerous behaviour on practice grounds
- Unremedied irresponsible or exploitative abuse of appointment system and home visits
- Unremedied serious slander, gossip or badmouthing of staff in the local community.
- Unremedied seriously abusive behavior towards practice or attached staff.

The sole and final judgement in all these matters lies with the practice principal. Appeals or complaints follow the Practice Complaints procedure.

Rejoining the list after removal or “leaving in anger”

Patients who wish to rejoin the practice list after having been removed from our list or after having left in a manner indicating breakdown of doctor-patient relationship may express their wish in writing to the practice manager.

Any such wish needs to be accompanied by a formal and binding undertaking not to indulge in further behaviour unhelpful to a healthy doctor-patient relationship.

The final decision whether a patient will be allowed to rejoin our list will be made by the practice principal. Appeals or complaints follow the Practice Complaints procedure.