**Bootle Village Surgery Patient Registration Policy 2025**

**1. Policy Statement**

Bootle Village Surgery is committed to providing high-quality care to patients within our catchment area. We aim to maintain safe and effective service delivery by managing our patient list responsibly and in accordance with NHS England and BMA guidelines.

**2. Registration Eligibility**

We accept new patient registrations under the following conditions:

The patient resides within our defined catchment area.

The practice list is open and has capacity.

The patient is not currently registered with another GP practice in the L20 area – please contact Practice Manager if you need to discuss this.

**3. Refusal of Registration**

We may decline registration if:

The patient lives outside our catchment area.

The practice list is formally or temporarily closed (with commissioner approval).

The patient is already registered with another GP and has no clinical or logistical reason to transfer.

The patient has previously been removed from our list due to breakdown in relationship or inappropriate behaviour.

All refusals will be based on fair and reasonable grounds and will never be discriminatory on the basis of race, gender, age, disability, religion, sexual orientation, or medical condition.

**4. Emergency and Immediately Necessary Treatment**

Regardless of registration status, we will provide emergency or immediately necessary treatment for up to 14 days to any person within our practice area.

**5. Out-of-Area Registrations**

We do not routinely accept out-of-area registrations. Exceptions may be considered on a case-by-case basis, subject to clinical appropriateness and service capacity.

**6. Communication**

This policy will be clearly displayed on our website and in the practice reception area. Staff will be trained to explain the policy and assist patients with alternative options if registration is declined.