

## **Fair Access and Registration Refusals Policy**

Our practice is committed to providing fair and equal access to NHS services. We follow NHS Scotland guidance to ensure that patients are treated with dignity, respect, and without discrimination when applying to register with the practice.

### **Our Commitment to Fair Access**

We will not refuse or delay registration on the basis of:

- Age
- Gender, gender reassignment or sexual orientation
- Race, nationality, ethnicity, religion or belief
- Disability
- Pregnancy or maternity
- Social status, homelessness, or immigration status

You do not need proof of address or photographic identification to register with the practice. If you are unable to provide documentation, this will not prevent you from registering.

This practice follows NHS Scotland guidance to ensure fair access to GP services for all patients, including vulnerable and transient populations.

### **Who this policy applies to**

This policy applies to patients applying to register with the practice as permanent or temporary residents.

### **When Registration May Be Declined**

In some limited circumstances, we may be unable to accept a registration application. These include:

- You live outside the practice boundary
- The practice list is formally closed to new registrations, in line with NHS Board approval
- Accepting your registration would be clinically inappropriate, for example where another GP practice is better placed to meet your specific clinical needs or where continuity of care would be compromised

If we are unable to accept your application, we will:

- Explain the reason clearly
- Provide this information **in writing if requested**
- Signpost you to NHS Inform or your local NHS Board for help finding another GP practice

### **Support if You Have Difficulty Registering**

If you have trouble registering with a GP practice, help is available:

- **NHS Inform** can provide advice on registering with a GP
- **National Services Scotland (NSS)** registration teams can assist if you cannot find a practice accepting new patients
- The **Patient Advice and Support Service (PASS)** can offer independent advice and support

### **Immediate and Urgent Care**

Regardless of registration status, GP practices are required to provide emergency or immediately necessary treatment when clinically appropriate. You should contact the practice or NHS 24 (111) if you require urgent medical advice.

### **Concerns or Complaints**

If you believe you have been unfairly refused registration, you have the right to:

- Raise the issue with the practice directly
- Make a complaint through the NHS complaints process
- Seek independent support from PASS

Details of how to make a complaint are available on our Complaints page.