

05/06/2026

NN-ICB/26-1598

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 5 May 2026, regarding GP boundary policy and Cripps Health Centre. We have processed your request in accordance with the Freedom of Information Act 2000 (FOIA).

Under the FOIA, public authorities like ours are required to respond to requests for information within 20 working days. In response to your request, I can confirm that we do hold the information requested.

Please find below our response to your request:

This request relates to the decision by Cripps Health Centre to remove patients living outside the practice boundary, following discussions with the NHS Nottingham and Nottinghamshire Integrated Care Board.

Please provide the following information:

1. Any policies, guidance, or recommendations issued by the ICB to GP practices regarding the removal of out-of-area registered patients.

Practices work within the [NHS Standard Contract](#) (General Medical Services Contract) which is a nationally negotiated contract. To support practices, NHS England publishes the Primary Medical Services [Policy and Guidance Manual \(PGM\)](#) which provides guidance on registered lists. The ICB would also refer to this guidance in regard to the removal of out of area registered patients.

2. Any equality impact assessments, risk assessments, or patient safety assessments undertaken by the ICB in relation to out-of-area patient registration or removal policies.

As above, in response to Question 1, practices manage their patient registered lists in accordance with the NHS England Standard Contract (General Medical Services Contract) and PGM. It would be the responsibility of the practice to undertake impact assessments as part of list maintenance.

3. Any documents or communications (including emails, briefings, or meeting notes) between the ICB and Cripps Health Centre referring specifically to:

- the review of out-of-area patients

In response to an email received from the practice regarding out of area patients, the ICB provided the following references taken from the NHS Standard Contract (General Medical Services Contract) to assist them with their query, including a link signposting the practice to the national contract:

Part 28 Registered patients from outside practice area: Variation of contractual terms

28.1.3A Where, under clause 28.1.1, a Contractor accepts onto its list of patients a person who resides outside of the Contractor's practice area and the Contractor subsequently considers that it is not clinically appropriate or practical to continue to provide that patient with services in accordance with the terms specified in clause 28.1.3, or to comply with those terms, clause 13.10 (which relates to the removal of a patient from the list at the Contractor's request) is deemed modified in relation to that patient so that:

(a) in clause 13.10.1, the reference to the patient's disability or medical condition is removed; and
(b) clause 13.10.4 applies as if, after clause 13.10.4(a), there were inserted the following paragraph: "(aa) the reason for the removal is that the Contractor considers that it is not clinically appropriate or practical to continue to provide services under the Contract to the patient which do not include the provision of such services at the patient's home address".

Section 13.10 Removals from the list at the request if the Contractor

13.10.1. Subject to clauses 13.11.1 to 13.11.8, where the Contractor has reasonable grounds for wishing a patient to be removed from its list of patients which do not relate to the person's age, appearance, disability or medical condition, gender or gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sexual orientation or social class the Contractor must:

- (a) give notice in writing to the Commissioner that it wants to have that person removed; and
- (b) subject to clause 13.10.2, give notice in writing to that person of its specific reasons for requesting the removal of that person.

Also, at a recent meeting with Cripps Health Centre, it was noted that the practice is reviewing their out of area patient list and a link for further details was provided, signposting the practice to the PGM document - see below extract of notes:

The practice is reviewing the list of 180 patients registered on the OOA scheme and aims to undertake a list maintenance exercise. Further details can be found in the Primary Care Policy and Guidance Manual (PGM).

- decisions to remove patients from the practice list

The ICB does not hold this information.

As above, in response to Question 1, it is the discretion of the practice to review, monitor and manage their practice list in accordance with national contract and guidance.

- implementation of boundary enforcement

The ICB does not hold this information.

As above, in response to Question 1, it is the discretion of the practice to review, monitor and manage their practice list in accordance with national contract and guidance.

4. Any documentation outlining whether GP practices are permitted or advised to make exceptions for individual patients, particularly those with complex or ongoing health needs.

The NHS Standard Contract (General Medical Services Contract) and the PGM set out the list maintenance process, including the removal of patients from registered lists who reside 'out of area'.

5. Any internal ICB documentation or guidance relating to continuity of care considerations when patients are removed from GP practice lists.

As above, in response to Question 4, this is set out in the NHS Standard Contract (General Medical Services Contract) and the PGM.

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) has an internal review procedure through which you can raise any concerns you might have. Further details of this procedure can be obtained by contacting Lucy Branson, Director of Corporate Governance and Assurance via lucy.branson@nhs.net or by writing to FOI Team at NHS Nottingham and Nottinghamshire ICB, Sir John Robinson House, Sir John Robinson Way, Arnold, Daybrook, Nottingham NG5 6DA.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office (ICO), who will consider whether the organisation has complied with its obligations under the Act and can require the organisation to remedy any problems. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Nottingham and Nottinghamshire ICB. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/for-the-public/>.

Complaints to the Information Commissioner's Office should be sent to:

FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 123 1113 or report a concern via <https://ico.org.uk/concerns/>.

Yours sincerely

Freedom of Information (FOI) Officer on behalf of NHS Nottingham and Nottinghamshire Integrated Care Board nnicb-nn.foi@nhs.net

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