



Our Ref: LP/SR/FOI/1024/1052

14<sup>th</sup> November 2024

Telephone: 0300 123 1461

Sent by email

Dear

**FOI-1024/1052**

**Your request for information under the Freedom of Information Act 2000**

Thank you for your request for information received on 29<sup>th</sup> October 2024. We can confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board can provide the following information.

An anonymised copy of this response will be made publicly available on the ICB website.

Please see our responses in blue below:

**I am making a request under the Freedom of Information Act.**

**Please provide the following information:**

- 1) Details of local policy/procedures for when a patient is removed from a GP registration list i.e patient is 'struck off'. Where the policy is central to the ICB, a copy of this and details of how it is implemented at a 'local level'. Where the policy is 'local' to each GP or hospital etc, details of how the ICB ensures local policies are suitable and implemented appropriately.**

'Struck off' is not a term which is usually applied in relation to patients being removed from a GP practice list. There are many reasons why a patient may be removed from a practice and the ICB and GP practices follow guidance published by NHS E [NHS England » Primary medical services policy and guidance manual \(PGM\)](#) which covers the practice and the commissioners responsibilities in relation to removing a patient from a practice list.

The following sections may be of interest in regard to this FOI request:

- [Section 3.2.7 Removing a patient from a practice list](#)
- [Section 6. Managing \[non-violent\] inappropriate and unacceptable patient behaviours, including protecting against discrimination, harassment or victimisation](#)
- [Section 7. Managing violent patients – Special Allocation Scheme](#)

There is no local ICB policy in relation to patient removals other than in relation to the Special Allocation Scheme.

**2) Details of any ‘Special Allocation Scheme’ used and/or recommended within Staffs & Stoke locality. To include name and CQC ID; If CQC ID is not known, registration address and key contact details.**

Special Allocation Scheme (SAS) current specification is attached. In addition, the attached SOP details the process followed when Primary Care Support England (PCSE) notify the ICB that a patient has been placed onto the Special Allocation Scheme.

There are currently 4 providers within the ICB area delivering the Special Allocation Scheme and they are located within Stoke-on-Trent, Northern Staffordshire, South East Staffordshire and South West Staffordshire. When PCSE place a patient onto the scheme they provide the patient with a central contact number for the scheme provider; the patient is able to access GP appointments and general medical services using this contact number. The SAS schemes within Staffordshire and Stoke-on-Trent ICB are not specifically registered with the CQC as they are provided by existing general medical services providers.

Contact details for the services are as follows:

- Stoke on Trent SAS: 01782 976170
- Northern Staffordshire SAS: 0300 365 0004
- South East Staffordshire SAS: 01283 500617
- South West Staffordshire SAS: 07723735626

**3) Number of individuals ‘struck off’ from the following GPs for each calendar year 2019-2023 & number referred to an SAS each year.**

**3.1 Mansion House Surgery, Stone, Staffordshire**

**3.2 Cumberland House Surgery, Stone, Staffordshire**

**3.3 Crown Surgery, Eccleshall**

The ICB does not hold this data. PCSE are responsible for the process of removing patients from a GP practice. PCSE will also hold the data regarding the number of patients referred onto the Special Allocation Scheme each year. [Contact us | PCSE \(england.nhs.uk\)](#)

**To request an internal review**

You can request an internal review by contacting the Staffordshire and Stoke-on-Trent ICB FOI team by emailing; [staffsstokeFOI@staffsstoke.icb.nhs.uk](mailto:staffsstokeFOI@staffsstoke.icb.nhs.uk) or by post to the address at the top of this letter.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner’s Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Staffordshire and Stoke-on-Trent Integrated Care Board’s FOI complaints procedure.

The ICO can be contacted at:

Information Commissioner’s Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

[www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely

**Paul Winter**  
**Associate Director of Corporate Governance**

Encs.