

Special Allocation Scheme

Patient Information

Staffordshire & Stoke-on-Trent Integrated Care Board (ICB) is committed to providing a safe and supportive environment for everyone. This means that we do not tolerate any violence, threats or aggressive behaviour towards NHS staff, other patients, visitors or healthcare premises. Violence in the primary care context is defined as *“Any incident where a GP, or his or her staff, are abused, threatened or assaulted in circumstances related to their work, involving an explicit, or implicit, challenge to their safety, wellbeing or health”*.

What is the Special Allocation Scheme?

All patients have the right to be registered with a GP Practice and to access primary medical services. However, where a patient (aged 18 years+) has shown violent, threatening or aggressive behaviour towards a member of Practice staff or their behaviour has resulted in damage to Practice premises where the incident has been reported to the police, they will be immediately removed from the GP Practice patient list.

The patient's rights to accessing primary medical services will subsequently be limited, e.g. patient choice of Practice, including location of services and entitlement to home visits.

The Special Allocation Scheme (SAS) is a secure NHS service for patients who have been removed from a GP Practice due to violent, threatening or aggressive behaviour. The scheme ensures that you can still access essential GP services, even if you can no longer be seen at your previous Practice. However, if you are placed on the SAS, you will not be able to choose your GP Practice – you will be allocated to a specific provider within the scheme.

Who is the scheme for?

The scheme applies to patients who:

- Have shown violent, aggressive, or threatening behaviour towards NHS staff, other patients, or visitors.
- Have caused or threatened to cause damage to GP premises.
- Have made others feel unsafe through their behaviour, even if no physical violence occurred.

Keeping everyone safe

GP Practices must be safe for everyone. Violence or aggression affects staff well-being and the quality of care provided to all patients. That's why serious incidents result in removal from a GP Practice and placement onto the SAS.

In Staffordshire and Stoke-on-Trent, there are four SAS providers covering:

- North Staffordshire
- South East Staffordshire
- South West Staffordshire
- Stoke-on-Trent

Challenging Behaviour Security Service (CBSS)

Sometimes, your SAS appointment may include a trained security person to support both you and the clinician. This is only used when needed to ensure everyone's safety. Security staff are bound by NHS confidentiality rules, just like medical staff.

How long will I be on the scheme?

Placement on the scheme is usually for **12 months**. Your case will be reviewed regularly, and if there are no further concerns about your behaviour, you may be moved back to a regular GP Practice after that time.

Can I appeal the decision?

Yes. If you don't agree with being placed on the SAS you can appeal the decision.

Please send your appeal in writing within 28 days of your notification either by email to sasrequests@staffsstoke.icb.nhs.uk or by post to:

Primary Care Team - Special Allocations

New Beacon Building

Stafford Education and Enterprise Park

Weston Road

Stafford

ST18 0BF

Or by email

UK GDPR Statement – If you are a patient assigned to the Special Allocation Scheme

- Purposes for data processing

Patients are registered on the scheme by the submission of a Violence Reporting Form to NHS England, or ICB with Delegated Authority by a GP Practice. Patients are sent a letter informing them that they have been registered on the scheme.

- Sources of the data being processed

The data are provided on the Violence Reporting Form submitted by a GP Practice. Authorised signatories on the form are GP Partner, Practice Manager or Deputy Practice Manager

- Categories of personal data

The data included on the Violence Reporting Form may include these (this list is not exhaustive):

- Name
- Date of birth
- Address
- NHS Number
- Details of the incident
- Any actions taken by the Police
- Whether the patient has an existing Mental Health condition, with details, particularly where these may have an effect on the patients' behaviour (e.g. Mental Health Status, any Learning Disabilities, Drug or Alcohol abuse)
- Existing medications
- Contact details of any other Healthcare Providers (e.g. Mental Health Team Workers, District Nurses, or Health Visitors) - and confirmation that the Practice will inform them that the patient will be placed on the Violent Patient Scheme; subject to approval of the referral request.

- Recipients

Primary Care Support England process the forms submitted by GP Practices.

- Lawful Basis for data processing

For UK GDPR purposes, the Lawful Basis for data processing is Article 6(1)(e) "...exercise of official authority..."; and for any processing of 'Special Categories' (health) data the basis is Article 9(2)(h) "...health or social care...".

ICB Freedom of Information Act and Subject Access Requests Statement

Patients placed onto the SAS scheme will enjoy the same legal access to information rights as anyone else, however it is important to note the following specific elements pertinent to the SAS scheme, especially regarding any demonstrably vexatious or manifestly unreasonable behaviour directed to ICB personnel in the conduct of their business:-

- **FOI Requests**

For the purposes of the FOIA 2000, the SAS is subject to the law, Information Commissioner's guidance to the Public / policy matters for Public Authorities, and the ICB's own FOI webpage:

[Freedom of Information - Staffordshire and Stoke-on-Trent, Integrated Care Board](#)

- **SAR Requests**

For UK GDPR / Data Protection Act 2018 & Data (Use and Access) Act 2025 purposes, the ICB does process very limited amounts of patient data, for the purposes of managing Complaints, Continuing Healthcare, Individual Funding Requests (IFR), Medicines Management Teams only. We do not hold medical records or personal data for any commissioning purposes. We may collect and store a small amount of identifiable information that has been received directly from you or partner organisations such as Local Authorities and GP Practices if you are a patient with the above services. If you are requesting your medical records, please contact your registered GP Practice or the NHS organisation where you received medical advice and/or treatment.

Complaints and Feedback

If you dispute the incident that resulted in your removal from the patient list at your previous GP Practice, or you believe that the appeal process has not been followed, you can make a complaint.

If you decide to complain it is important to clearly explain why you believe you should not have been removed from the practice patient list or why you think the correct process has not been followed.

You can address your complaint either to the body that provides the service (the GP Practice) or the body which commissions the service (the ICB).

For more information about how to make a complaint, please visit our website: [Patient advice and liaison service / complaints - Staffordshire and Stoke-on-Trent ICB](#).