

Local Enhanced Service Non UK Citizens – First Medical Registrants in the UK

Version Control		
Version	Date Amended	Summary of amendments
Non UK citizens LES specificationv3	April 2022	CHAP wording has changed to CAVHIS and Open Exeter changed to FPPS. Revised wording for termination and GMPI added Funding updated for 22-23
Non UK citizens LES specificationv3	May 2023	Fees updated
Non UK citizens LES specificationv3 2023-2024	July 2023	Claims information added Revised wording to include GMPI added

1. Introduction

All practices are expected to provide essential and those additional services they are contracted to provide to all their patients. This enhanced service specification outlines the more specialised services to be provided. The specification of this service is designed to cover the enhanced aspects of care of the patient, all of which are beyond the scope of essential services.

No part of the specification by commission, omission or implication defines or redefines essential or additional services.

2. Background

The following information is provided as general background and guidance to practices in understanding the rules for eligibility for access to NHS care.

Cardiff is the centre for migration in Wales. Patients are entitled to register with a practice if they are ordinarily resident in the U.K in line with Welsh Assembly guidance:

Welsh Health Circular (1999) 32 - entitled *Overseas visitors eligibility to receive free primary care* was issued on 25th February 1999. (See Also Annex A – An explanation of the current rules – issued in 2004)

DoH Letter – Update on EU Enlargement & Overseas Visitors rights to primary care treatment – issued on 13 December 2006.

It is the responsibility of the practice to obtain proof of entitlement to healthcare from the individual prior to accepting them as a new patient.

Language support is the responsibility of the UHB, generally provided by access to Language Line. Language Line is available to all practices and should be utilised where appropriate. On very rare occasions it may be necessary for practices to arrange for translation of medical notes which usually attracts an additional charge from Language Line. In such circumstances the practice should discuss the need for translation and the payment arrangements with the UHB.

3. Definition of Service

This enhanced service covers non UK citizens seeking registration with a GP in the UK for first time (including asylum seekers and refugees but ***excluding Overseas Students***).

This locally enhanced service specification for non UK citizens seeking registration with a GP in the UK for the first time is designed to provide quality care to newly arrived migrants enabling them to benefit from the health and social care system and recognises the extra time commitment afforded to this group of patients by the practice team and the challenges of hitting their targets especially childhood immunisations.

This can be achieved by primary health care teams devoting additional time and resource to such patients particularly (but not exclusively) on first attendance thus establishing a baseline of clinical history and health care needs. GPs can provide the necessary treatment for many types of existing disease to prevent deterioration. Routine appointments will be extended to allow for language difficulties and increased morbidity in this population. Primary Care Teams can also promote an understanding of the health and social care system and the utilisation of long term preventive initiatives such as immunisation and screening.

4. Aim of the Enhanced Service

The aim of this local enhanced service is to ensure the specific healthcare needs of non-U.K citizens who seek registration with a GP in the U.K for the first time (including asylum seekers and refugees but ***excluding Overseas Students***) are recorded and addressed. It seeks to provide equitable access to general medical services by overcoming barriers such as language and allowing extended consultation time to address complex issues. Practices who provide this enhanced service to those newly arrived in the UK seeking registration with a GP in the U.K for the first time who are also homeless should receive payments under the homeless enhanced service. There should be no double payment.

Practices should not discriminate in favour of this group to the exclusion of registering indigenous patients. The UHB would expect the practice to apply consistency with registration.

5. Service Outline

Geographic coverage/boundaries

This local enhanced service (LES) is aimed at practices contracted by Cardiff and Vale UHB wishing to register non UK citizens with the practice in the UK for first time.

Location(s) of Service Delivery

The service will be provided from the practice premises, including branch surgeries, health centres and outreach clinics as appropriate.

6. Service Delivery

This Locally Enhanced Service will fund practices to:

- **Identify eligible patients for this enhanced service (i.e. satisfy themselves that patients they register are ordinarily resident in the UK or an asylum seeker)**
- **Ensure individual health education and health promotion needs of patients are identified and needs are met.**
- **Ensure that all practice staff demonstrate understanding and sensitivity towards the needs of the client group especially in relation to culture and language.**

Practices will be required to:

Permanently register patients as early as possible. Practices should satisfy themselves that all patients they register are ordinarily resident in UK.

- **Record that no previous UK medical record is available.** This information is available from the Shared Services Partnership (SSP) and is used to demonstrate that the patient has not previously registered in the UK as well as evidence to support their claim.
- **Provide health education and promotion relevant to the specific health needs of the patients.** This must be recorded in the patient's life long medical record.
- **Practices should ensure that asylum seekers seeking registration for the first time are referred to Cardiff and Vale Health Inclusion Service (CAVHIS) previously Cardiff and Vale Health Access Practice**

(CHAP) for Public Health Screening. CAVHIS is set up to register and provide health services to all asylum seekers in Cardiff, but this may not always be convenient to the patient depending on where they live. Where an asylum seeker is registering for the first time, they should also be referred to CHAP for public health screening and evidence of screening received should be documented in the patient record.

- **Record in the patient's life long medical record the language of choice of the patient in which they would wish to communicate with NHS services, and the country of origin.**
- **Ensure effective liaison between relevant stakeholders in both health & social care in the care of the patient**
- **Record Keeping.** Production of an appropriate clinical record using appropriate Read Codes should be produced for each new patient. When the patient leaves the practice the complete clinical record should be returned to NHS Wales Shared Services Partnership (NWSSP) Primary Care Services.

7. Client Group Served / Eligibility / Access Criteria

The Service Provider must ensure that the service offered is accessible to all, sensitive and respecting all areas of Race, Economics, Gender, Age, Religion, Disability and Sexual Orientation. Appropriate arrangements should be made for non-English speaking patients to receive the same high level of service as those not requiring interpreter services.

Practices can claim a payment under this enhanced service for non UK citizens seeking registration with a GP in the UK for the first time, including migrant workers, asylum seekers and refugees.

- Asylum seeker - a person who has made a formal application for asylum to the Home Office for recognition as a Refugee under the 1951 UN Convention and its 1967 Protocol Relating to the Status of Refugees.
- Refugee – someone who has applied for asylum and has by law been granted refugee status or someone who has arrived in the country through a Government initiative i.e. the Refugee Gateway Scheme.
- Migrant worker – someone who has come to the UK to work. There are different types of entitlement to work in the UK depending on where the migrant is from (e.g. migrants from outside of the European Economic Areas (EEA) are likely to need a working visa).

8. Details of Service Monitoring, Evaluation and Review

The practice will be required to undertake an annual audit as agreed in advance with the UHB and provide the monitoring data to the UHB Primary Care team for annual review of the LES to inform service planning and to identify and share areas of good practice and/or areas for improvement where the service outline has not been met.

9. Accreditation, CPD and Activity

Clinicians should satisfy at appraisal and revalidation that they have such continuing medical experience, training and competence as is necessary to enable them to contract for the service.

10. Practice responsibilities

Practices signing up to this LES must check and provide a general accreditation application to the UHB Primary Care team and include the names of all clinicians who undertake the services. The application must identify a lead clinician who will take over all accountability for the service.

11. Clinical and Corporate Governance

Service Providers must ensure that they adhere to all relevant legislation and best practice

12. Funding

Each Practice contracted to provide the enhanced service will be eligible to claim the following:

- £31.67 per new registration for the first year only

Practices will be paid quarterly in arrears and will be subject to post payment verification (PPV).

13. Claims

All claims to be submitted via Family Practitioner Payments System (FPPS) in accordance with NWSSP Primary Care Services claim guidance. Enhanced service claims must be submitted within 6 months from the end of the quarter in which the service was provided to ensure payment.

14. General Medical Practice Indemnity

This Enhanced Service is covered by the scheme for General Medical Practice Indemnity (GMPI) which falls under the GMS Contract Wales.

This scheme relates to potential or actual clinical negligence claims arising from incidents on or after 1 April 2019, and captures all General Medical Practice (GP practice) staff undertaking NHS 'primary medical services' as defined in The National Health Service (Clinical Negligence Scheme) (Wales) Regulations 2019

The National Health Service (Clinical Negligence Scheme) (Wales) Regulations 2019, sets out the scope of the scheme, namely "primary medical services" which are defined as health services provided under a contract, arrangement or agreement made under or by virtue of the following sections of the National Health Service Wales Act 2006:

- (a) section 41(2) (primary medical services);
- (b) section 42(1) (general medical services contracts);
- (c) section 50 (arrangements by Local Health Boards for the provision of primary medical services).

The GMPI will include clinical negligence liabilities for NHS work arising from the activities of all GP practice staff, including: GP partners; salaried GPs; locum GPs, if on the All Wales Locum Register; Practice Pharmacists; Practice Nurses; Practice Healthcare assistants; and any other member of staff providing clinical services. GP trainees and trainee nursing students delivering general medical services will also be covered. The GMPI will also cover any healthcare professionals providing the delivery of NHS Primary Care through Primary Care cluster arrangements and any vicarious liability to practices where a cluster-based health professional is providing direct care to the practice's registered patients.

GP Locums who are registered with and working to the terms of the All Wales Locum Register (AWLT) for Wales have access to the scheme for GMPI.