Londonwide LMCs
The professional voice of London general practice

Don't become a GP ghost patient: check you're still registered



What is a "ghost patient"?

A "ghost patient" is someone who remains on the practice list despite having moved away or otherwise no longer being an active patient.



What you need to know - NHS list validation

You may receive a letter from NHS England or Primary Care Support England (PCSE). This is part of a routine process called list validation (or list cleansing). It helps ensure GP records are accurate across England.



Why this matters to you

Keeping a patient list correct helps GPs to ensure:

- You stay registered and can see your GP when you need to.
- You get important letters, including for screening, vaccinations etc.
- The practice gets the right funding to care for their patients.



What you need to do

If you or someone you care for gets a letter, text or other message from NHS/PCSE, please respond. **Do NOT ignore it.**

- ✓ Follow the instructions in the letter.
- ✓ Confirm your details are correct.
- ✓ Reply within the deadline set out or contact your practice. The deadline may vary depending on how you are contacted by PCSE.



What happens if you do not respond

If you do not respond and PCSE cannot confirm your details:

- ⚠ They may remove you from the practice without you even knowing it.
- ⚠ If you get removed, you will not be able to get an appointment with a GP until you re-register.



Need help

- Contact your practice via your usual preferred means.
- If you have friends or relatives who are patients, but have not contacted their practice in the last three years please encourage them to get in touch to update or confirm their details.