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Mayor's research – registering patients without proof of address or ID

The Greater London Authority, on behalf of the Mayor of London, is urgently seeking participants for research into barriers faced by GP surgeries when registering new patients without proof of ID or address. The purpose of the project is to make the registering of patients easier by identifying gaps and increasing support to practices, acknowledging the competing demands they face.

The contracted researcher, Carlson Consulting, wants to speak with GP receptionists, practice managers, GPs, and other staff responsible for setting or implementing registration policies at their surgery. Practice participation will be invaluable in ensuring staff experiences and insights are fully represented in the recommendations for improvements, which could include additional staff support or guidance changes.

Participation is voluntary, confidential, and completely anonymous, and will take only 20-30 minutes. The project aims to complete interviews in the next few weeks, and the researchers would greatly appreciate hearing from those interested in participating as soon as possible. For more information (including details on confidentiality, anonymity, and data security), and/or to state your interest and arrange a time to participate, please contact Mallory Carlson at mcarlson.consulting@gmail.com.