



**Manage  
Patient  
Registrations (MPR)**

**Toolkit**  
**for TPP GP Practices**

**MAY 2026**



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# 01. What this Toolkit Does

This toolkit is designed to support GP practices introducing and embedding Manage Patient Registrations (MPR) and Auto Registration into day-to-day workflows.

It will help practices to:

- Reduce manual administration linked to patient registrations
- Increase the number of registrations completed digitally
- Improve patient experience and onboarding
- Support faster patient registration and records transfer
- Reduce duplication and unnecessary paper processes
- Improve consistency in registration handling
- Encourage use of the NHS App and other digital services
- Make better use of admin team capacity
- Create clearer and more efficient registration workflows

This toolkit is intended for:

- Practice Managers
- Reception and administration teams
- GP IT Leads
- Digital and Transformation Leads
- Clinical and operational staff involved in patient registration workflows



## 02. What is Manage Patient Registrations (MPR)?

Manage Patient Registrations (MPR) is a new service from NHS England linked to the Register with a GP Surgery Service (GPREG).

The service allows practices to:

- View incoming patient registrations
- Review information submitted by patients online
- Approve or reject registrations digitally
- View registration activity from the previous 90 days
- Automatically create patient records in the clinical system once approved

MPR works alongside Auto Registration.

Where a patient meets the national criteria, registrations can automatically flow into the clinical system without practice intervention.

Where additional checks or review are required, registrations are sent to the MPR portal for practice review.

The aim is to:

- Reduce practice workload
- Standardise registration processes nationally
- Improve patient experience
- Increase the number of registrations completed digitally
- Support faster onboarding into primary care services
- Clinical and operational staff involved in patient registration workflows

The long-term vision is for all patient registrations to flow through this digital process.



# 03. How MPR and Auto Registration Work

## Step 1 - Patient Starts Registration

Patients can register online through:

The NHS website

The NHS App

A GP practice website

The GPREG service:

Checks the patient catchment area

Attempts NHS number matching

Uses NHS login to pre-populate details where possible

## Step 2 – Auto Registration

If a patient meets the national criteria:

The registration is automatically submitted into the GP clinical system

A patient record is automatically created

A GP is assigned

The registration is accepted

The de-registration and records transfer process begins automatically

The patient receives confirmation via NHS Notify

Registrations are often completed within around 30 minutes.



### Step 3 – Managed Patient Registration (MPR)

If a patient does not meet the criteria for Auto Registration:

- The registration is sent to the MPR portal
- The practice reviews the submitted information
- The practice approves or rejects the registration

If approved:

- A patient record is automatically created
- The patient is accepted onto the clinical system
- Records transfer is initiated
- The patient is notified via NHS Notify

### Step 4 – After Registration

Good practice after registration includes:

- Sending a welcome message
- Signposting patients to the NHS App
- Sharing information about how the practice works
- Confirming communication preferences
- Explaining online access routes and appointment systems



# 04. Benefits of MPR for Practices and Patients

## Key Benefits for Practices

- ✓ **Reduces Administration**
- ✓ **Saves Time**
- ✓ **Improves Data Quality**
- ✓ **Supports Accessibility**
- ✓ **Free for Practices**

### Reduces Administration

- Up to 50% of registrations may be processed automatically
- Less manual data entry
- Faster registration handling
- Reduced duplication of work
- Automatic patient notifications through NHS Notify

### Saves Time

Practices using MPR effectively often report:

- Faster registration turnaround times
- Reduced time spent re-entering patient details
- Fewer paper forms and emails to manage
- Less follow-up chasing

Even saving 10 minutes per registration can release significant admin capacity across the year.



### Improves Data Quality

The service supports:

NHS number matching

Spine (PDS) matching

Standardised data collection

SNOMED coded information

Reduced transcription errors

### Supports Accessibility

The service:

Meets WCAG AA accessibility standards

Works with browser translation tools

Supports digital and paper routes

Uses the PRF1 form rather than legacy GMS1 forms

### Free for Practices

MPR is centrally funded by NHS England



# 05. Patient Criteria and Registration Rules

Patients must:

- Be within the practice catchment area
- Be aged 16 or over
- Have verified their identity with NHS login
- Be registering from England
- Not be transferring from Scotland or Northern Ireland

Patients who meet the national Auto Registration criteria may automatically register without practice intervention.

National criteria include:

- NHS login used
- Successful PDS match
- Patient aged over 18
- Transfer from another GP practice in England
- In catchment area
- No removal or safeguarding restrictions

## Special Allocation Scheme (SAS) and Removal Flags

Patients with:

- Immediate removals
- 8-day removals
- Special Allocation Scheme flags

may still come through MPR. These registrations are clearly visible for review in the portal. Practices can then decide whether to approve or reject the patient in line with NHS guidance.

## Important Reminder

Practices cannot reject patients who have already been successfully auto registered. Standard patient removal processes must be followed if required afterwards.



# 06. Enabling and Accessing MPR

## How to Enable MPR

Practices can enable MPR through NHS Profile Manager.

### Steps:

1. Log into NHS Profile Manager
2. Open the patient registration section
3. Select "Manage Patient Registrations"
4. Review the service information
5. Select "Turn on Manage Patient Registrations"
6. Confirm activation

Once activated, the service status will show as enabled within Additional Services. Only parent sites can enrol for branch surgeries. Registrations for branch sites will still be managed through the parent practice.

## Access Requirements

Staff access MPR using CIS2 Authentication.

This may include:

- Smartcard access
- CIS2 iPad App
- Windows Hello
- Security keys / FIDO tokens

## Required Activity Role

Users must have:

- B0340 – Register Patients

## 06. Enabling and Accessing MPR

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This is usually already included in roles such as:

Receptionist	Clerical Worker
Practice Manager	Medical Secretary
Senior Manager	

If staff do not have the required role, they should contact the Registration Authority or Practice Manager.

### MPR Portal

Once enrolled, practices can access the Manage Patient Registrations portal.

The dashboard allows teams to:

View registration requests from the previous 90 days
Review patient information
Sort and filter registration requests
Approve or reject registrations
Review flagged registrations requiring additional checks

Selecting a patient record opens the full registration information submitted by the patient.

### Reviewing Registration Information

The portal displays:

Patient demographic details
Registration responses
Any flagged warnings or alerts
Differences between submitted information and Spine records



Examples of alerts may include:

- Previous 8-day removals
- Special Allocation Scheme (SAS) flags
- Out of catchment registrations
- Branch surgery registrations
- Differences between submitted and NHS Spine information

Practices may need to contact the patient to clarify information before approving or rejecting the registration.

### **Auto Registration Task Management in TPP**

Practices using TPP/SystemOne should review task management processes for Auto Registration.

Good practice includes:

- Creating a new task rule for “Automatic Registration” tasks
- Assigning registrations to an agreed team or user group
- Reviewing task rule order to ensure registrations are routed correctly

This helps practices manage registrations consistently and avoid delays.



# 07. Preparing Your Practices for MPR

Successful implementation depends on preparation.

## Suggested Preparation Steps:

### Nominate a GP registration champion in your team

Select one or two champions in your team to advocate for 'Register with a GP Surgery Service.' They must be comfortable using a computer.

### Make your link easier to find on your website

[Improve visibility of the service on your website](#) - best practice on where to add your unique registration link on your homepage and registration page.

### Manage the service through NHS Profile Manager

Learn how to change your GP surgery shared inbox and configurable questions, opt in to auto registration, and pause the service.

### Use PRF1 form for paper applications

Remove all copies of GMS1 from your surgery. Have a homepage link or button for new patient digital registrations. [Consider adding a link to the PRF1 form](#) for those who prefer a paper form.

### Update and manage your catchment area

Read best practice on [how to update and manage the catchment area](#) for your surgery and learn about how catchment works.

### Learn about the questions asked on the form and how to add extras

Find out [why we chose the questions in the online registration process](#) and why that is all that is needed to successfully progress a patient registration.

Practices can add a range of additional and customised questions to the online registration form through NHS Profile Manager, allowing them to capture more detailed patient information during the registration process.

Many of these questions are already reflected within the paper PRF1 form, including medical history, smoking status and accessibility needs.

By enabling these additional questions online, practices can reduce duplication and avoid asking patients to complete both the online form and separate paper forms to capture the same information.



# 08. Reviewing and Processing Registrations

## Approving a Registration

Once approved:

The patient registration is automatically accepted

A patient record is created in the clinical system

GP Links and SNOMED coding are applied

A PDF of submitted information is attached to the patient record

The record usually appears within approximately 10 minutes.

## Rejecting a Registration

If a registration is rejected:

The registration is not processed

The practice selects a rejection reason

Reasons align with NHS England policy and legislation

Practices must follow local processes to:

Contact the patient

Explain the reason for rejection

Provide further advice if appropriate

The system does not automatically notify the patient.

## Reviewing Additional Information

Some information may still require manual review, including:

Emergency contact details

Previous GP details

Free text information

Pre-existing condition notes

## Changing the Named GP

Practices can change the assigned named GP after registration using the Named GP template in the clinical system.



# 09. Improving Internal Processes and Admin Workflows

MPR works best when practices review their internal workflows.

## Improved Digital Workflow

Good practice includes:

- Checking registrations daily
- Treating Auto Registrations as touch-free where possible
- Only reviewing exceptions manually
- Reducing duplicate entry and paper handling
- Using digital confirmation processes

## Clear Ownership is Essential

Practices should clearly define:

- |                                      |                                 |
|--------------------------------------|---------------------------------|
| Who monitors registrations           | Who reviews exceptions          |
| What happens during leave or absence | How registrations are escalated |

Without clear ownership, teams often double-check work unnecessarily, increasing workload.

## Redesigning Admin Roles

Automation changes how admin time is used. Instead of manual data entry, teams can focus on:

- |                   |                              |
|-------------------|------------------------------|
| Recall work       | QOF support                  |
| Patient messaging | Care navigation              |
| Digital support   | Proactive patient engagement |

This is not about removing admin roles. It is about releasing capacity for higher-value work.



# 10. Using Registrations as a Digital Opportunity

Registration is one of the few times when every new patient is actively engaging with the practice.

This makes it an ideal opportunity to:

- |                                     |                          |
|-------------------------------------|--------------------------|
| Introduce digital services          | Set patient expectations |
| Encourage appropriate access routes | Promote the NHS App      |
| Reduce future avoidable calls       |                          |

## Suggested Welcome Information

### Welcome Message

Practices should clearly define:

- |   |                     |
|---|---------------------|
| Confirmation of successful registration | Expected next steps |
| Practice contact information            |                     |

### Promote the NHS App

Encourage patients to:

- |                     |                         |
|---------------------|-------------------------|
| Order prescriptions | View test results       |
| Manage appointments | Receive secure messages |

### Signpost to the Practice Website

Direct patients to:

- |                              |                         |
|------------------------------|-------------------------|
| Online consultation routes   | Appointment information |
| Repeat prescription guidance | Practice policies       |
| Opening hours                |                         |

When practices explain how services work early, patients are more likely to use the correct routes in future.



# 11. Improving Patient Information and Communication

GPREG works best when patients already understand the process before they contact the practice.

## GP Practice Website Best Practice

Website should clearly explain:

- How to register
- Typical registration timescales
- That ID or proof of address is not required to apply
- Information for children or non-English speakers
- What happens next
- Catchment information

Practices should:

- Add a clear "Register with Us" button
- Make online registration easy to find
- Include a catchment map

## Social Media

Simple social media messages can:

- Promote online registration
- Reinforce digital routes
- Reduce unnecessary phone calls
- Set patient expectations

Example messages:

- "Register online with our practice today."
- "Most registrations are completed the same day."
- "You do not need proof of address or ID to register."



### Community Information

Practices can also place posters or QR codes in:

Pharmacies

Community centres

Libraries

Voluntary sector venues

Student accommodation

Practices should think about where these messages are most likely to reach potential new patients. For example, posters about registering a new baby could be displayed in community centres running antenatal classes, while student-focused posters may work well on university or college information boards.

Small communication changes can significantly reduce avoidable practice contact.



# 12. Digital Inclusion and Alternative Registration Routes

Not all patients can or want to use digital services.  
Practices should maintain inclusive access.

## Suggested Approaches

### Reception Support

Reception teams can:

Help patients complete the online form

Offer support using practice tablets

Assist patients to scan QR codes

### QR Codes

QR codes can provide:

Direct access to the registration form

Faster onboarding at reception

Reduced need for printed materials

### Paper Forms

Practices should:

Provide PRF1 forms when needed

Avoid storing large quantities of outdated forms

Keep printable versions easily accessible

Digital-first does not mean digital-only.

Practices should support both digital and non-digital patients appropriately.



# 13. Quick Tips for Success

- Review registration workflows before going live
- Keep one agreed registration process across the practice
- Reduce parallel paper and digital systems
- Treat Auto Registrations as touch-free where appropriate
- Clearly define ownership and responsibilities
- Use welcome messaging to guide patient behaviour
- Promote the NHS App consistently
- Monitor exceptions regularly
- Train all staff involved in registration handling
- Review registration communication information regularly



# 14. Implementation Steps for Introducing MPR

## 1. Review Your Current Registration Process

Consider:

How registrations arrive now

What manual steps exist

Which processes can stop

Where duplication occurs

## 2. Enable MPR and Auto Registration

Activate through NHS Profile Manager

Ensure access roles are correct

Confirm shared inbox arrangements

## 3. Update Your Website

Add clear registration links

Explain the process clearly

Include online and paper routes

## 4. Train Your Team

Ensure staff understand:

How the service works

Which registrations need review

How to process exceptions

How to support patients

## 5. Create a Welcome and Communication Process

Develop:

Welcome messages

NHS App promotion

New patient information

Digital onboarding guidance



### 6. Monitor Activity

Track:

Number of registrations	Auto Registration rates
Exceptions requiring review	Processing times
Patient feedback	

### 7. Adjust and Improve

Review workflows regularly and refine:

Internal processes	Website information
Staff training	Digital onboarding approaches



# 15. Help and Support

Useful resources include:

[NHS England – Register with a GP Surgery Service guidance](#)

[NHS England – MPR and Auto Registration support pages](#)

[NHS Profile Manager guidance](#)

[NHS App promotion resources](#)

[Practice website guidance for online registrations](#)

[MPR support website](#) which includes:

Webinars

Drop-in sessions

One-to-one implementation support

Resources



# 16. Summary

Manage Patient Registrations (MPR) and Auto Registration provide an opportunity to modernise and simplify patient registration processes.

A well-implemented digital registration process can:

- Reduce administration burden
- Improve patient experience
- Increase digital uptake
- Speed up registration processing
- Reduce duplication and paper handling
- Support better onboarding into practice services
- Release admin time for higher-value work

The biggest benefits come when practices:

- Remove duplicate processes
- Create clear ownership
- Support staff through change
- Use registration as the start of digital onboarding
- Promote the NHS App and online services consistently

By embedding MPR into wider operational workflows and communication strategies, practices can improve efficiency while delivering a more consistent and patient-friendly registration experience.