



England

INTRODUCING

Manage Patient Registrations:

a new feature in the Register with a GP Surgery Service

For TPP practices

Housekeeping & Welcome



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Agenda

- What is Manage Patient Registrations (MPR)?
- Enabling MPR
- Changing internal processes
- Improving patient information
- Support available

What is Manage Patient Registrations?

Manage patient registrations (MPR) is a new service from NHS England.

This new functionality can support **up to 50% of patient registrations**, being processed through Auto Registration where appropriate, while also providing practices with a managed route to review and process registrations that require additional input.

The service is a portal that lets you:

- view incoming patient registrations
- review the information a patient gave in the online form
- approve or reject patients
- view details of patients you approved or rejected in the last 90 days

*"Very happy, very easy.
One click and the
registration is done!"*

ACTON LANE MEDICAL CENTRE

If you accept their registration, Manage Patient Registrations creates a record for the patient in your clinical system. The registration would be confirmed back to the patient via NHS App message, email, text, or letter.



National criteria for Auto Reg & MPR

MPR criteria

Patients must:

- be applying from within your catchment area
- be aged 16 or older
- have proved their identity to the NHS
- are transferring from another practice in England

Auto Reg criteria

Patients must:

- meet the MPR criteria plus
- details matched with PDS
- be aged 18 or older
- have no removal codes or safeguarding flags

All other registrations that do not meet the criteria for Manage patient registrations or auto registration from NHS England should be handled using your standard registration processes.



Patient registers via the GPREG Service

GPREG automatically:

- checks catchment area
- attempts NHS number matching
- allows NHS login to pre-populate some details

Auto Registration: If a patient meets the national criteria

GPREG submits the registration directly into the GP clinical system (e.g. TPP/S1)

Patient record is automatically:

- created
- assigned a GP
- accepted
- de-registration from previous GP & records transfer initiated

Registration is usually completed within ~30 minutes

Patient is automatically notified via NHS Notify

Managed Patient Registration: If a patient DOES NOT meet the national criteria

GPREG sends registration details to the MPR portal

- Includes information a patient gave in their application

Practice reviews the registration & patient is approved or rejected

If approved, Patient record is automatically:

- created
- assigned a GP
- accepted
- de-registration from previous GP & records transfer initiated

Patient is notified when registration is approved via NHS Notify

After Registration

Good practice includes:

- Automatically signposting the patient to the NHS App
- Sending a digital welcome message
- Sharing clear “what happens next” information
- Ensuring messaging and consent preferences are set in the clinical system



Increasing Digital Uptake

Why it matters:

Higher GPREG use and greater reduction in practice admin burden

MPR relies on strong digital uptake to maximise impact

Supports faster patient onboarding and reduced 111 enquiries

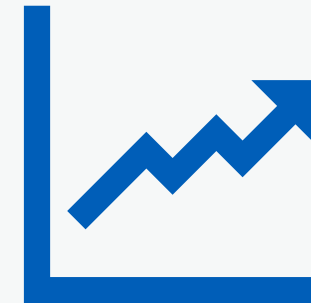
What practices should do:

Use the GPREG enrolment URL as the main digital link on the website

Targets and expectations:

Digital uptake = $\text{GPREG submissions} / \text{total registrations from all channels}$

National target of a fully digital patient registration process by March 2027



Benefits of MPR

Key benefits:

- Free for practices
- Currently supports 50-65% of patient registrations
- Less manual workload for practice teams
- Higher proportion of registrations completed in under 30 minutes
- Simple, consistent experience for patients across England
- Long-term vision is for all registrations to move through this digital process

"We love this new way of registering patients. We feel it is so much easier than the other ways we register patients. We like how it comes into S1 as a task. We just feel like it's a really smooth process. It's brilliant."

NEWCASTLE MEDICAL CENTRE

"Easy and slick, no complaints on that part. Email registrations are a pain..!"

COASTAL VILLAGES PRACTICE

"MPR exceeds our expectations. I am the one who does all our registrations, and I am having a blast."

THE TRINITY MEDICAL PRACTICE



A reminder of the GPREG Core Service Benefits

IMPROVES DATA QUALITY



- 95% Spine (PDS & NHS Number) match success rate
- Secure access through NHS login

INTEGRATES WITH NATIONAL SERVICES



Available on Find a GP page & NHS App

SUPPORTS CATCHMENT AREA CHECKS



- Integrated with eDEC to support practice catchment area policy
- Practices are still in full control of accepting or rejecting registrations
- Catchment hard block

PROMOTES ACCESSIBILITY



- Meets web accessibility standards
- Compatible with browser translator services
- New PRF1 form, replacing the GMS1

REDUCES ADMINISTRATION



- Reduces PCSE exceptions by up to 60%
- Registration processing time
- Notify a Patient sends patient registration confirmation

COST REDUCTION



- Free to use
- Centrally provided by NHS England at no cost to practices

The service complies with:

- ✓ [WCAG AA accessibility standard](#) [NHS England Primary Medical Care Policy and Guidance Manual \(PGM\)](#)



Approving or rejecting patients

Approving a patient

The registration will automatically be accepted once you approve a patient. A record will be created in your local clinical system and should appear in about 10 minutes. This includes GP Links and SNOMED encoding.

A PDF of the patient responses will also be attached to the record.

Useful guidance

This is the national [guidance on rejecting registrations](#)

[Reasons you can refuse to register a patient](#) - legislation.gov.uk

[Rejecting a registration - NHS England Digital](#)

Rejecting a patient

The registration will not be processed. You will be asked to choose a reason for rejecting the registration. These reasons align with NHS England policy and legislation.

The service does not tell the patient if they have been rejected from your practice. You will need to follow your existing practice processes. This includes contacting the patient and telling them the reason you have rejected their application.



Viewing approved or rejected registrations



You will be able to see registrations you approved or rejected in the last 90 days.

Approved registrations

Approved registrations will show:

- who approved the registration
- when it was approved
- details of the patient's registration application, contact details and home address

Rejected registrations

Rejected registrations will show:

- who rejected the registration
- when it was rejected
- the reason for rejecting the registration
- details of the patient's registration application, contact details and home address



Patients with SAS flags or removal codes

Those patients who have been removed from another practice for either:

- An irretrievable breakdown of relationship, or
- Allocation via the Special Allocation Scheme (SAS)

Patients who are on the Special Allocations Scheme, or who have an immediate or 8-day removal on their record, could potentially come into Manage Patient Registrations if they meet the national criteria.

These will be clearly visible in the MPR portal, and you can review and then choose to either approve or reject these patients.



How to Enable MPR NHS Profile Manager

How to access the service

You will need to log into the MPR service using [CIS2 Authentication](#).

This is what you normally use to log into GP systems as part of your work. You can use your Smartcard to log in if you have one. Find out more about [different ways to access CIS2 Authentication](#).

Activity roles

You must have the following activity role, which is set by the Registration Authority Manager within the Care Identify Management Service:

- B0340 - Register Patients

Find out more about [managing activity roles](#).

If you do not have this activity role on your Smartcard, speak to your Practice Manager.

You can [find your registration authority](#) if you do not know it.

- [How to sign up to the service](#)
- [Viewing your surgery settings page](#)
- [How to manage auto registration](#)
- [Adding extra questions](#)
- [Directing patients to a local form](#)
- [Accessing the paper form](#)
- [Pausing the service](#)

Roles that already have this activity code

You will have this activity role as part of your job if you have one of the following roles:

Job role	Code
Clerical Worker	R1720
Receptionist	R1730
Secretary	R1740
Medical secretary	R1760
Officer	R1770
Manager	R1780
Senior Manager	R1790



How to Enable MPR

1

NHS Register with a GP surgery

NHS

< Go back

Litchdon Medical Centre

Shared mailbox name@email.com [Change](#)

Manage patient registrations Off [Change](#)

Additional services

Language interpretation: Yes/No
Dispensing surgery: Yes/No
Registering students: Yes/No
Nominated pharmacy: Yes/No
Tuberculosis screening: Yes/No

What do these settings do?

Manage patient registrations
This is a hub that lets you review new patient registrations, and approve or reject them.

If you choose to turn on Manage patient registrations, you will also get access to auto registration.

The following links open in a new tab.

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VERSION: 7.25

in line with manage patient registrations.

2

< Go back

Manage patient registrations

Manage patient registrations is a new feature that lets you:

- view incoming patient registrations
- review the information the patient gave in the online form
- approve or reject patients
- view details of patients you approved or rejected in the last 90 days

If you choose to turn on Manage patient registrations, you will also get access to auto registration.

Your branch sites will also get access to Manage patient registrations if you turn on the service.

Auto registration

Auto registration matches patients to their NHS record and creates a record for them in your clinical systems. It helps save you time and effort during the registration process. You will find these registrations in the Manage patient registrations hub.

▶ [View patient criteria for auto registration](#)

You cannot turn off auto registration without turning off Manage patient registrations.

Do you want to turn on Manage patient registrations?

Yes No

[Continue](#)

as well as the auto registration feature,

Information for branch surgeries of parent practices

Only parent sites can sign up to Manage Patient Registrations. The parent site will see additional information to show which practice a patient is registering at and the branch site will be able to view their own registrations. Speak to your parent practice to find out if they are using the service.



Organisation Preferences

task Search Clear

New Rule Amend Rule Delete Rule

For each task not from 'Guru Nanak Medical Centre'	Assign the task to team 'Back Office'
For each task sent by 'North West London Medical Examiners'	Assign the task to team 'Medical Examiners' and stop processing rules
For each task with a type of 'Incoming Non-Coded CDA Message'	Assign the task to team 'eConsult' and stop processing rules
For each task with a type of 'Automatic Registration'	Assign the task to team 'Back Office' and stop processing rules
For each task with a type of 'GP Connect Update Record Message Received'	Assign the task to team 'Back Office' and stop processing rules
For each task with a type of 'Consultation Summary Document Received'	Assign the task to team 'Scanner' and stop processing rules
For each task with a type of 'SystemOne Letter'	Assign the task to team 'Scanner' and stop processing rules
For each task with a type of 'Scanned Image'	Assign the task to team 'Scanner' and stop processing rules
For each task with a type of 'SystemOne Hospital Letter'	Assign the task to team 'Scanner' and stop processing rules
For each task with a type of 'Non-SystemOne OOH contact'	Assign the task to team 'Scanner' and stop processing rules
For each task with a type of 'Hospital Correspondence'	Assign the task to team 'Scanner' and stop processing rules
For each task with a type of 'SystemOne OOH Contact'	Assign the task to team 'Scanner' and stop processing rules
For each task with a type of 'Pharmacy Emergency Medication Summary Document Received'	Assign the task to team 'Scanner' and stop processing rules
For each task with a type of 'Incoming Primary NHS 111 CDA Message'	Assign the task to team 'Scanner' and stop processing rules
For each task with a type of 'Incoming Copy NHS 111 CDA Message'	Assign the task to team 'Scanner' and stop processing rules

62 Rules

Restore Defaults **OK** Cancel

Create Breakdown Settings Refresh

All Tasks | Summary | VIJAYADEVA, Shanker (Dr)

- All Tasks
 - All Open Tasks (750)
 - Unassigned Tasks (14)
 - Assigned to Groups
 - Assigned to Teams (358)
 - Back Office (104)
 - Admin (16)
 - Automatic Registration (1)
 - Data entered at previous GMS organisation
 - EDI Validation Error (2)
 - Electronic Referral Rejected (1)
 - GP Connect Update Record Message Re
 - GP2GP Transfer In (1)
 - GP2GP Transfer Out (3)
 - Merge Patient Records (1)
 - Miscellaneous (18)
 - Miscellaneous Task (1)
 - New Patient Record Check (3)
 - New organisation group membership app
 - New patient address (4)
 - Online Services - Linked Application Suc
 - Record Transferred Out (2)
 - Referral Discharged (15)
 - Take Action (1)
 - Nurses (3)
 - Out Of Hospitals Services (3)
 - Receptionists BMC (13)
 - Repeat Prescribing (34)

Show empty staff, groups and teams

Status	Due Date	Started	Flags
Not Started		<input type="checkbox"/>	

Create Breakdown Settings Refresh

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Show empty staff, groups and teams

Organisation Preferences

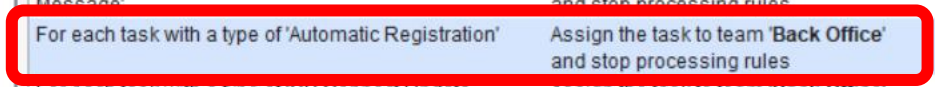
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62 Rules

Restore Defaults **OK** Cancel



How to Enable Auto Registration in TPP

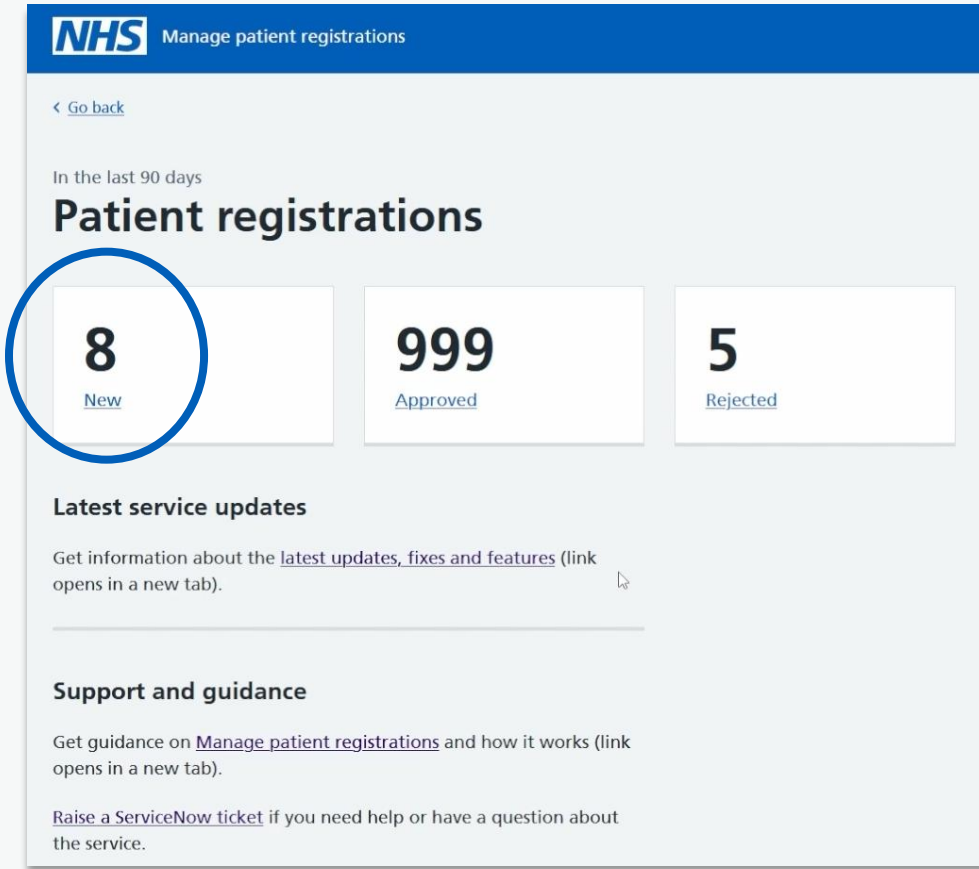


[TPP Guidance Video for Auto Registrations](#)



MPR Portal

Manage Patient Registrations portal



NHS Manage patient registrations

[Go back](#)

In the last 90 days

Patient registrations

8 New	999 Approved	5 Rejected
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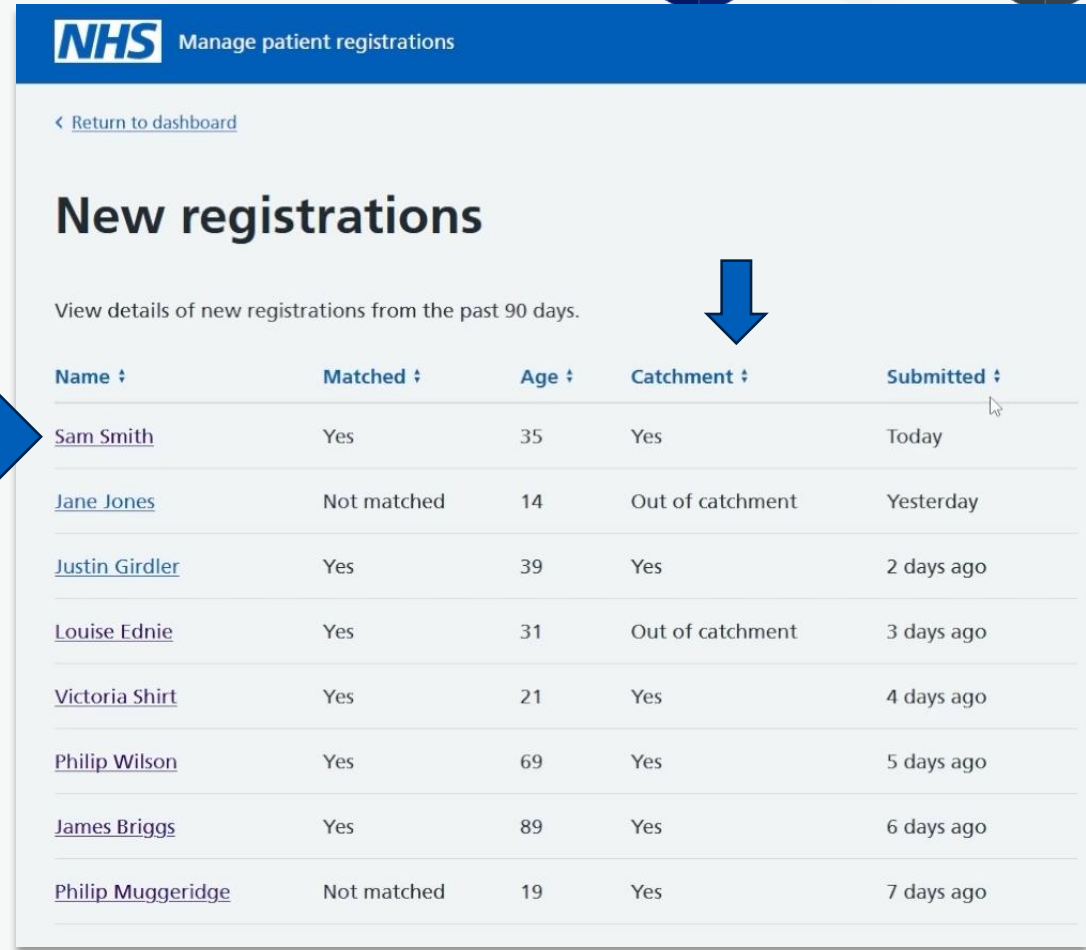
Latest service updates

Get information about the [latest updates, fixes and features](#) (link opens in a new tab).

Support and guidance

Get guidance on [Manage patient registrations](#) and how it works (link opens in a new tab).

Raise a [ServiceNow ticket](#) if you need help or have a question about the service.



NHS Manage patient registrations

[Return to dashboard](#)

New registrations

View details of new registrations from the past 90 days.

Name ↓	Matched ↓	Age ↓	Catchment ↓	Submitted ↓
Sam Smith	Yes	35	Yes	Today
Jane Jones	Not matched	14	Out of catchment	Yesterday
Justin Girdler	Yes	39	Yes	2 days ago
Louise Ednie	Yes	31	Out of catchment	3 days ago
Victoria Shirt	Yes	21	Yes	4 days ago
Philip Wilson	Yes	69	Yes	5 days ago
James Briggs	Yes	89	Yes	6 days ago
Philip Muggeridge	Not matched	19	Yes	7 days ago



Patient Registration Information

NHS Manage patient registrations

[Back to new registrations](#)

Justin Girdler

Important information

[View 1 message](#)

NHS number
123 456 7890

Date of birth
1 January 1990

Sex
Male

Postcode
ZZ99 3CZ

Approving this registration will update the patient's NHS record on the Spine.

Approve [Reject](#)

Registration information

Registration reference number	GPR-12345678
Registration type	First acceptance registration
Date registration submitted	2:52pm on Wednesday 23rd August 2023
PDS match status	This patient is matched to NHS number 900 000 0009
Identity verification	The patient did not use NHS login
Catchment area	This patient is outside your catchment area

[+ Contact details](#)

[+ Home address](#)

[+ Safeguarding flags](#)

[+ Nominated pharmacy](#)



Patient Registration Information

Sam Smith

Important information

▼ [View 1 message](#)

Patient has an 8-day removal from your practice on their record

Some of the patient's details have changed

Some of the patient's details do not match the information held in their NHS record on the Spine:

- name
- date of birth

Check these details before you action the registration. Contact the patient using the contact details they gave in their registration application.



Approving or Rejecting

Approved

Sam Smith has been added to your patient list

What happens next

A record will be created for the patient in your clinical systems. This usually takes about 10 minutes.

The patient's NHS record on the Spine will be updated.

Follow your surgery's guidance for managing newly registered patients.

[Back to new registrations](#)

[Back to dashboard](#)

Why are you rejecting Sam Smith?

- Care needs would be better met by a practice nearer their home
- Not currently accepting patients
- Out of catchment
- Previous removal
- Other reasonable grounds

[Continue](#)

Rejected

Sam Smith has not been added to your patient list

Reason

Out of catchment

What you need to do next

You must tell the patient in writing within 14 days and include the reasons for refusal in your letter. Follow your surgery's relevant process.

Use these details to contact the patient:

Name	Sam Smith
NHS number	123 456 7890
Date of birth	15 March 1984
Home telephone	0300 303 477
Mobile telephone	07700 900 362
Email	samsmith@hotmail.com
Contact information	73 Roman Rd Leeds LS2 5ZN



Managing the service effectively

Nominate GP registration champions in your team

Manage the service through NHS Profile Manager

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.

Use PRF1 form for paper applications

Remove all copies of GMS1, legacy webforms and outdated downloadable PDFs.



Online form questions

Removing the need for additional forms

▼ [Mandatory questions](#)

1. Who is registering with a GP?
2. What is your name? (title, middle name, last name, previous last name)
3. Date of birth
4. Do you know your NHS number?
5. What is your NHS number (if known)?
6. Are you registering with a UK GP for the first time?
7. Do you have a current UK address?
8. What are your contact details? (home phone, mobile, email)
9. What is your sex as recorded on your NHS record? (female, male, other)
10. Where were you born?
11. What is your ethnic group?
12. What is your ethnic background?
13. Do you need a language interpreter? (requires GP practice to be notified)
14. Which language do you need an interpreter for? (include all languages)
15. Would you like to choose or change a pharmacy for your prescriptions? (asked after question number 14)
16. Have you ever been a member of the UK Armed Forces or the Royal Naval Medical Services?
17. Do you have an emergency contact?
18. What are the details of your emergency contact?
19. Are you returning from overseas?

▼ [Optional health questions](#)

20. Do you have any existing or pre-existing medical conditions?
21. Do you have any allergies?
22. Do you have any mental health conditions?
23. Do you have any disabilities?
24. Do you have a carer?
25. Are you a carer?
26. Do you or your carer need to be communicated with in an accessible form?
27. Do you or your carer need any reasonable adjustments to make your visit to the GP surgery accessible?
28. Do you currently take any prescription medication?
29. Can you provide more details about your prescription medication?
30. Are any of these repeat prescriptions?
31. What is your height?
32. What is your weight?
33. How often do you drink alcohol or have a drink containing alcohol?
34. How many units of alcohol do you drink on a typical day when you are drinking?
35. How often have you had six or more units of alcohol on a single occasion in the last year?
36. Have you ever smoked?
37. Did you receive a blood transfusion before 1996?
38. Do you want important information from your GP record to be available to other health and care professionals?

▼ [Extra questions](#)

Some patients are asked additional questions if they are:

- transferring from another GP surgery in England
- completing the form on behalf of someone else
- coming or returning from overseas

Patients transferring from another GP surgery in England

39. Enter details of where you were born
40. What is the name of the GP surgery you want to leave?
41. What was your previous UK address?

UK citizens returning from living abroad

42. Are you returning from overseas?
43. What was the date you left the UK?
44. What was the date you returned to the UK?

Patients who are moving to the UK and registering for the first time

45. When did you enter the UK?
46. Have you moved to the UK from EU, EEA or Switzerland?
47. Do you have any of these documents? (EHIC, S1)
48. European health insurance card details

If the person is completing the form on behalf of someone else

49. What is your relationship to the person being registered? (parent or guardian, carer, other)
50. What type of carer are you? (young carer, paid as a job, unpaid but may get benefits, foster carer, none of the above)
51. What are your details? (name, relationship, contact number)

Children and young people

If the patient is less than 12 months old

52. Where was the child born?
53. Enter the postcode where the mother lives

If the patient is less than 18 years old

54. Does the child go to any of the following?
55. Is anyone else involved in the child's care?
56. Has the child had all their routine vaccinations?
57. Did the child get all their routine vaccinations in the UK?

Choose a pharmacy if offered by practice

58. Do you live more than 1 mile from your nearest pharmacy?
59. Would you have serious difficulty getting to your nearest pharmacy?

▼ [Customised questions](#)

You can choose to ask the following questions:

- Do you need a language interpreter? (asked after question number 12)
- Would you like to choose or change a pharmacy for your prescriptions? (asked after question number 14)
- Do you want to nominate a pharmacy?
- Do you want to get your prescription items direct from [name of surgery]? - this would only be asked by dispensing surgeries



What practices need to review in the registrations

Information that has not been coded via SNOMED will still be captured in the PDF providing the patient has answered it on their submission

The PDF will be attached in the '**Recorded Attachments**' section in TPP/S1

If these fields are not blank, you will need to migrate this information manually

- **Emergency contact**
- **Previous GP details**
- **Any free format fields** a patient has completed
 - E.g. **pre-existing conditions**



You can change the named GP that has been assigned by auto registration via the **Record** section using the **Named GP** template.

Changing internal processes

Current process

Registrations reviewed and completed once/twice per week.

Manual registration process for all new patients.

Confirmation needs sent to each patient.

New process

Registrations reviewed and completed every day.

Manual process needed for some patients.

Confirmation will automatically be sent to each patient once accepted.

Clear ownership

- Who is responsible for monitoring registrations?
- Who picks up exceptions if something doesn't flow through automatically?
- What happens if that person is off?



Redesigning admin roles



Agree which tasks can stop



Be clear about where time should be reinvested



Make sure admin teams are supported



Using registration as the start of digital onboarding



Welcome message

Signposting to the NHS App

GP practice website



Improving patient information



GP Practice Website



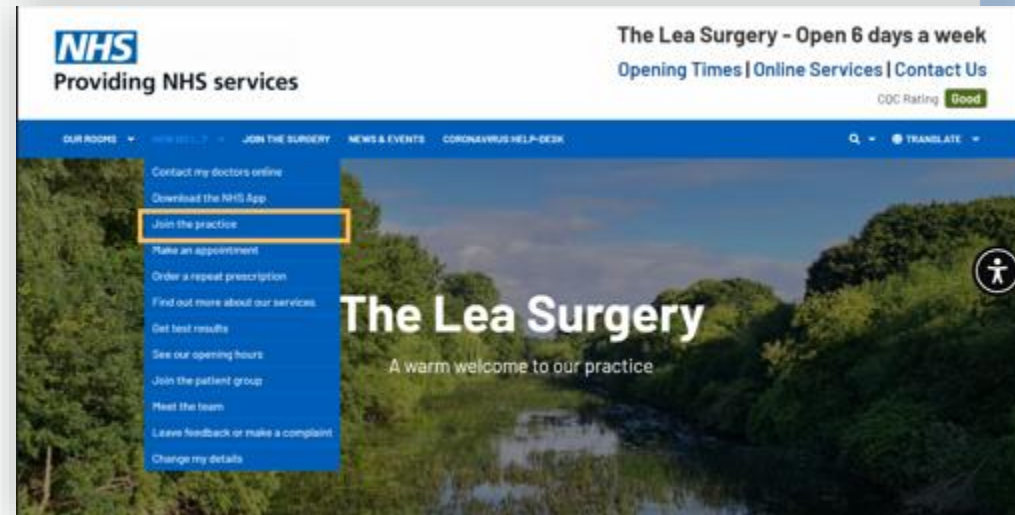
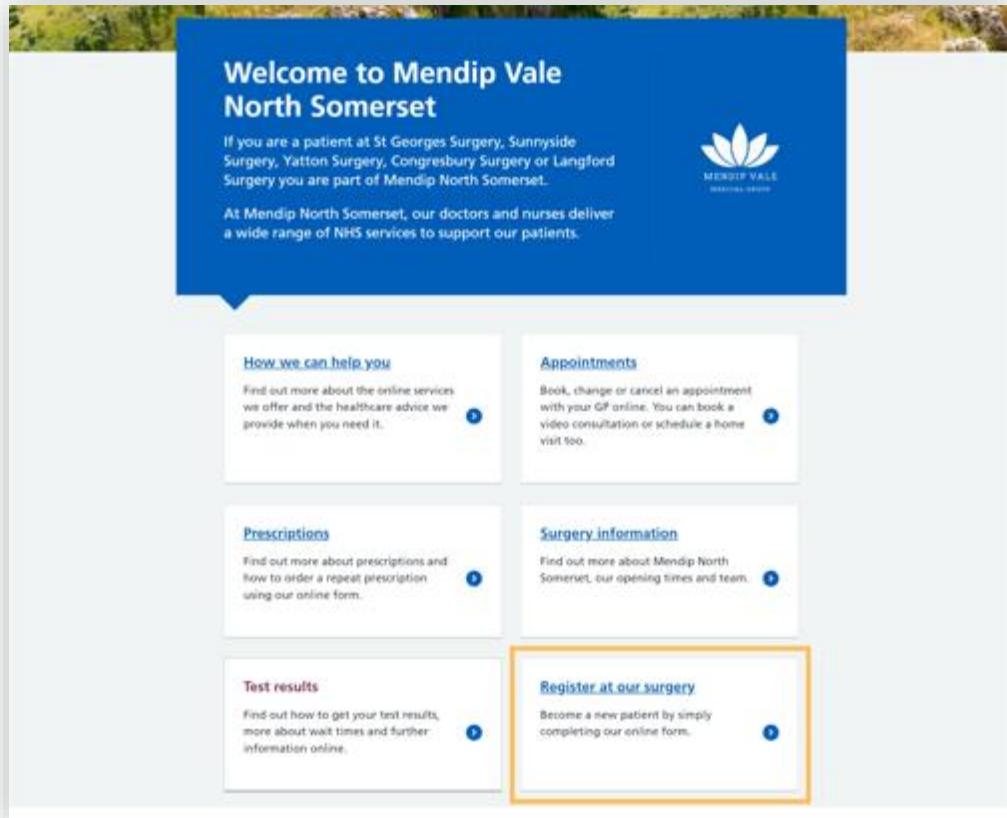
Social Media



Community Information



Website



Registration Page Best Practice

- Clearly explain the registration process, how long it will take and what will happen next
- Provide information for patients registering children or for non-speaking English patients
- Let patients out of the catchment area know that they can still register with your surgery
- Add a catchment map
- [Improve visibility of the service on your website](#)

Social Media

Online service makes registration easier for patients

We are using an online registration service called **Register with a GP surgery** that makes it easy to register with this GP surgery.

New patients just need to fill in an online form to get started. They do not need proof of address or immigration status, ID or an NHS number.


Paper forms are available for people who need them.

The service is designed and run by the NHS. It aims to cut practices' workloads and make GP registration easier for the public.

You can register with our GP practice online. You don't need to visit us in person, just fill out the digital form. [Register today.]






Community






You can register with a GP surgery online

It's easy to complete and you don't need to fill out a form in person. Scan the QR below or search "find a GP" to get started.





New baby?

You can register your child with a GP practice quickly and easily online, on the NHS App or in person at the GP practice.



Moved away to study?

You can change to a new local GP online or in account settings in the NHS App.



Digital Inclusion

Reception staff available to support patients with completing the online registration form.

QR code available for new patients to scan, providing direct access to the online registration form.

PRF1 paper registration form accessible via the practice website for patients who prefer a non-digital option.

Quick access link for reception staff to print a paper registration form on request.



Support Available

Webinars:

[21st May 2026 12pm](#)

[27th May 2026 1pm](#)

[28th May 2026 12pm](#)

[2nd June 2026 12pm](#)

[4th June 2026 1pm](#)

[10th June 2026 1pm](#)

[11th June 2026 12pm](#)

Drop-in Sessions:

For practices that have questions or would like support with setting up and using this new functionality.

[26th May 2026 12.30pm](#)

[4th June 2026 12pm](#)

[9th June 2026 1pm](#)



NHS

Manage
Patient
Registrations (MPR)

Toolkit
for TPP GP Practices

MAY 2026

[For more information, resources and access to one-to-one support, visit this webpage.](#)

support@redmoorhealth.co.uk



Why Use MPR?

- ✓ Reduces Administration
- ✓ Saves Time
- ✓ Improves Data Quality
- ✓ Better Patient Experience

Switching on Manage Patient Registrations:

- Log in to [NHS Profile Manager](#), go to the **additional services** section.
- Select **Manage Patient Registrations**.
- Select **Turn on Manage Patient Registrations** and confirm activation using the green confirmation button.
- In SystemOne, set up a new task rule through **Organisational Preferences** so incoming **Automatic Registration** tasks are assigned to the right team or user group.
- Confirm the task process with staff using this [TPP video](#) as a guide.
- Log in to the [Manage Patient Registrations portal](#) to view and manage incoming registration requests.

Good Practice Tips

Before Going Live

- Review your registration workflow
- Agree who monitors registrations
- Create TPP/SystemOne task rules for Auto Registrations
- Train all staff involved in registrations

Improve Patient Awareness

- Add clear registration links to your website
- Promote online registration on social media
- Use QR codes in reception and community settings
- Encourage NHS App use during onboarding

Support Digital Inclusion

- Offer reception support for completing forms
- Provide practice tablets where possible
- Keep printable PRF1 forms available when needed



Feedback





Any Questions?



Thank you!