



**Manage
Patient
Registrations (MPR)**

How to Use Manage Patient Registrations (MPR) Portal

A step-by-step guide for practices

AUGUST 2026



Contents

1	2	3	4
Purpose of this guide	What MPR is used for	Before you start	Logging in to MPR
5	6	7	8
Navigating the portal	Good Practice for new users	Troubleshooting access issues	Where to get help



1. Purpose of this guide

This guide explains how to log in to the Manage Patient Registrations (MPR) portal and navigate the main areas of the service. It is designed for new hires who need a clear, practical walkthrough of how to access the portal, review patient registrations, and understand where to find key information.

2. What MPR is used for

Manage Patient Registrations is an NHS England portal for GP practice staff. It helps teams review incoming online patient registrations, approve or reject registrations, view auto-registered patients, and see recently approved or rejected registrations.

3. Before you start

You must have access to the MPR service for your organisation.

You must be able to sign in using CIS2 Authentication, such as a Smartcard or another approved CIS2 method.

You must have the required activity role assigned to your NHS Care Identity profile. The role usually required is B0340 - Register Patients.

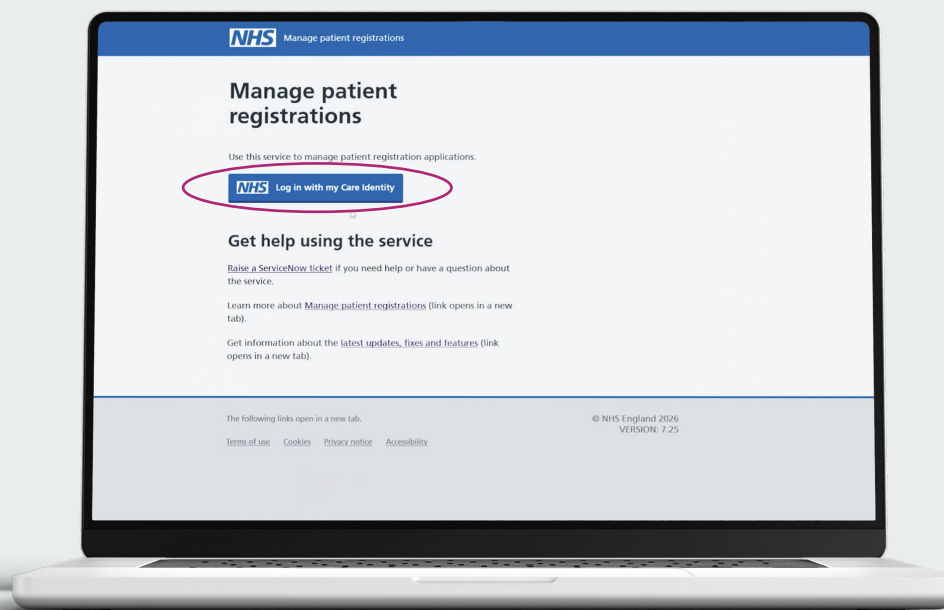
If you cannot access the service, speak to your practice manager or Registration Authority Manager.



4. Logging in to MPR

STEP 1

Open your web browser and go to the MPR portal at: <https://manage-patient-registrations.gp-services.national.nhs.uk/manage-patient-registrations/>



STEP 2

Select the option to log in with your Care Identity.

STEP 3

When prompted, complete CIS2 Authentication using your approved sign-in method.

STEP 4

If using a Smartcard, insert the Smartcard, select the correct role for the practice site required if prompted, and enter your passcode.

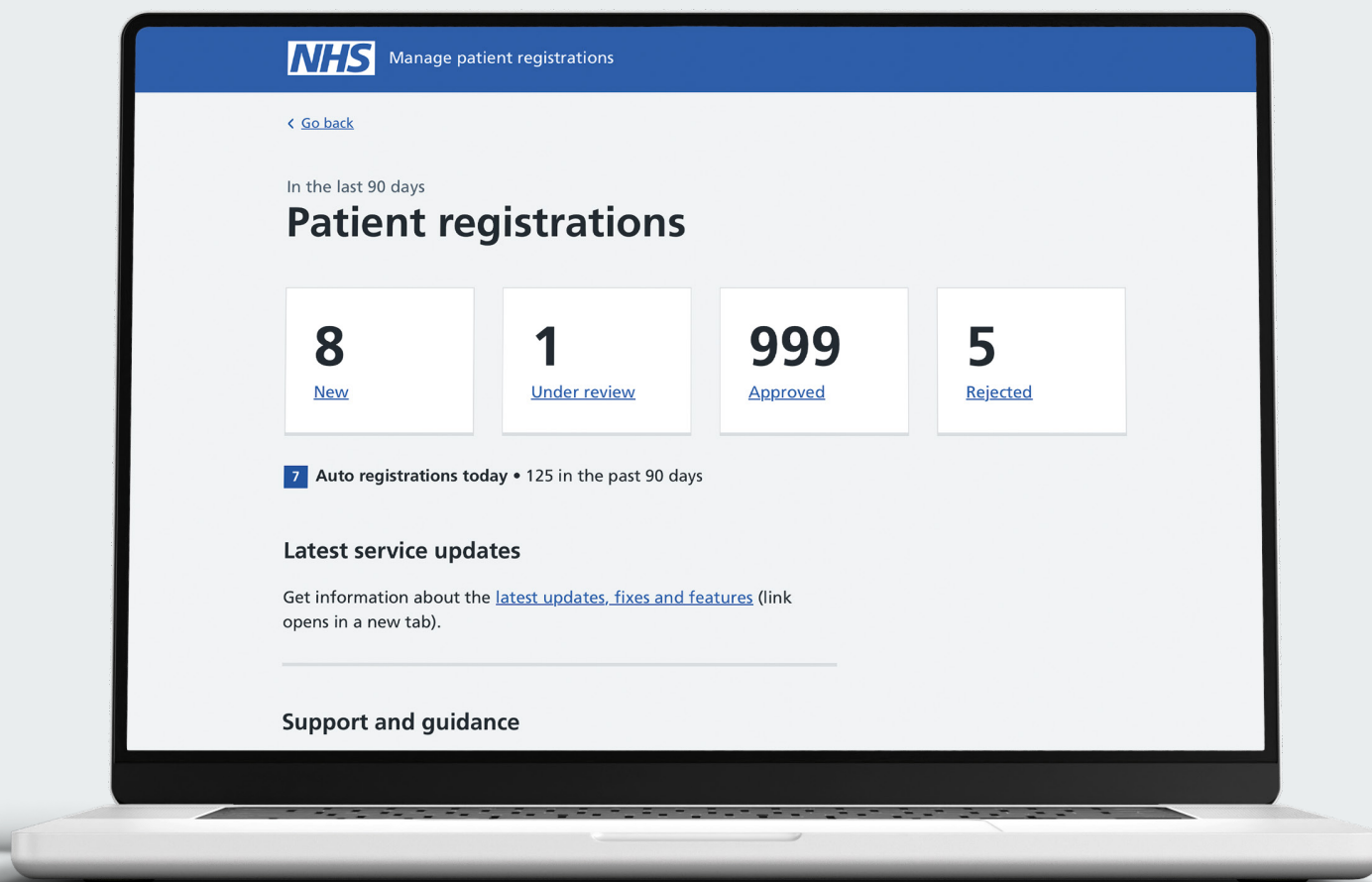
STEP 5

Once authentication is complete, wait for the MPR homepage or dashboard to load.

TIP

If the portal does not appear after signing in, check that you have selected the correct role and practice from your SmartCard selection and that your access has been fully activated.

5. Navigating the portal



The portal is organised around the main registration tasks. Use the tabs to move between sections. The exact layout may vary as the service is updated, but the main areas are usually focused on:

'New' – these are incoming registrations which require practice review prior to proceeding automatically into the clinical system

'Review' – these are registrations that a practice has placed under review

'Accepted' – all registrations which have been passed to the clinical system

'Rejected' – registrations which the practice has chosen to reject

5. Navigating the portal

5.1 Incoming registrations

The screenshot shows the NHS Manage patient registrations dashboard. At the top, there's a blue header with the NHS logo and the text 'Manage patient registrations'. Below the header, there's a link '< Go back'. The main section is titled 'In the last 90 days Patient registrations'. It features four large white boxes with blue borders, each containing a number and a status link: '8 New' (circled in red), '1 Under review', '999 Approved', and '5 Rejected'. Below these boxes, there's a blue box with the text '7 Auto registrations today • 125 in the past 90 days'. At the bottom, there's a section titled 'Latest service updates' with a link to 'latest updates, fixes and features'.

NHS Manage patient registrations

< Go back

In the last 90 days

Patient registrations

8 [New](#)

1 [Under review](#)

999 [Approved](#)

5 [Rejected](#)

7 Auto registrations today • 125 in the past 90 days

Latest service updates

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

Use this section to view new patient registration requests submitted online. Open each registration to check the information provided by the patient and identify whether action is needed.

5.2 Reviewing patient details

The screenshot shows the NHS Manage patient registrations dashboard. At the top, there's a blue header with the NHS logo and the text 'Manage patient registrations'. Below the header, there's a link '< Back to dashboard'. The main section is titled 'New registrations'. Below the title, there's a subtitle 'View details of new registrations from the past 90 days.' and a table with columns: Name, Matched, Age, Catchment, and Submitted. The table lists several patients, including Sam Smith, Beryl Smith, Rosie McNickell, Rory McNickell, Jane Jones, and Justin Girdler, with their respective details.

NHS Manage patient registrations

< Back to dashboard

New registrations

View details of new registrations from the past 90 days.

Name	Matched	Age	Catchment	Submitted
Sam Smith	Yes	35 years	Yes	Today
Household (3 patients)				
Beryl Smith	Yes	36 years	Yes	Today
Rosie McNickell	Yes	6 weeks	Yes	Yesterday
Rory McNickell	Yes	8 months	Yes	2 days ago
Jane Jones	Not matched	15 years	Out of catchment	Yesterday
Justin Girdler	Yes	39 years	Yes	2 days ago

When reviewing a registration, check the patient's personal details, previous GP practice information, eligibility information, and any supporting information shown in the portal. Follow your local practice process if any details are missing, unclear, or require further checks.

5. Navigating the portal

5.3 Approving a registration

1. Open the registration record.

NHS Manage patient registrations

[Back to dashboard](#)

New registrations

View details of new registrations from the past 90 days.

Name	Matched	Age	Catchment	Submitted
Sam Smith	Yes	35 years	Yes	Today
Household (3 patients)				
Beryl Smith	Yes	36 years	Yes	Today
Rosie McNickell	Yes	6 weeks	Yes	Yesterday
Rory McNickell	Yes	8 months	Yes	2 days ago
Jane Jones	Not matched	15 years	Out of catchment	Yesterday
Justin Girdler	Yes	39 years	Yes	2 days ago

2. Review all information carefully.

NHS Manage patient registrations

[Back to new registrations](#)

Jane Jones

NHS number
123 456 7890

Age
15 years

Date of birth
2 February 2011

Sex
Female

Postcode
RG6 7JU

Branch site
Spa Surgery, ZZ99 6PY

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

Approve [Place under review](#)

3. Confirm that the registration meets the required criteria and local practice checks.



5.3 Approving a registration

4. Select the approve option.

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

Approve Place under review

[Reject this registration](#)

5. Check for any confirmation message shown by the portal.

NHS Manage patient registrations

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.

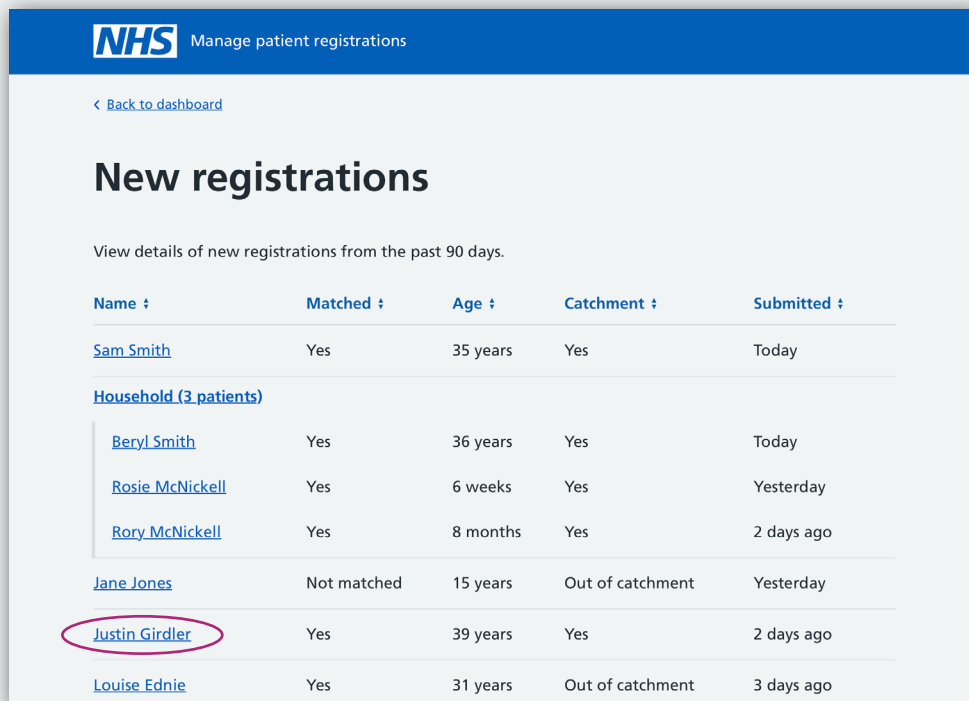
Follow your surgery's guidance for managing newly registered patients.

Back to new registrations Back to dashboard

6. Record or follow up on any local process steps required by your practice.

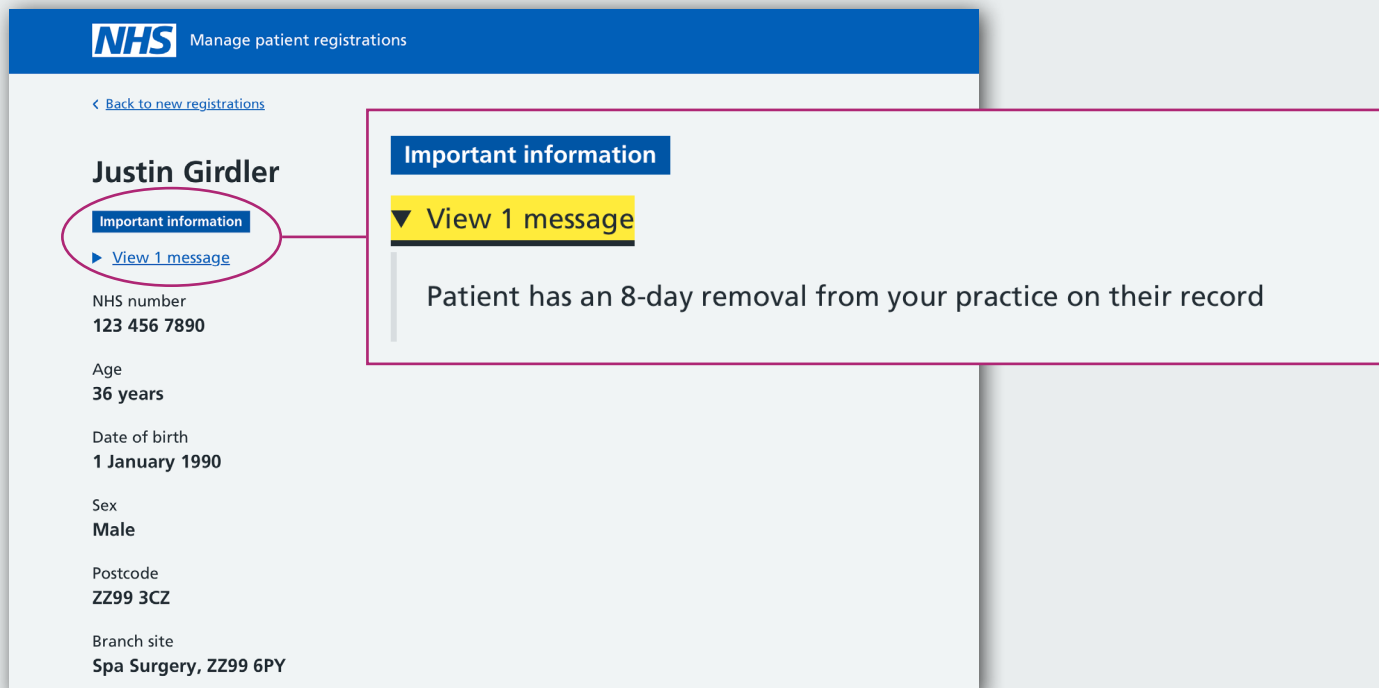
5.4 Rejecting a registration

1. Open the registration record.



Name	Matched	Age	Catchment	Submitted
Sam Smith	Yes	35 years	Yes	Today
Household (3 patients)				
Beryl Smith	Yes	36 years	Yes	Today
Rosie McNickell	Yes	6 weeks	Yes	Yesterday
Rory McNickell	Yes	8 months	Yes	2 days ago
Jane Jones	Not matched	15 years	Out of catchment	Yesterday
Justin Girdler	Yes	39 years	Yes	2 days ago
Louise Ednie	Yes	31 years	Out of catchment	3 days ago

2. Review the information and confirm the reason the registration cannot be accepted.



Justin Girdler

Important information

[View 1 message](#)

NHS number
123 456 7890

Age
36 years

Date of birth
1 January 1990

Sex
Male

Postcode
ZZ99 3CZ

Branch site
Spa Surgery, ZZ99 6PY

Important information

▼ [View 1 message](#)

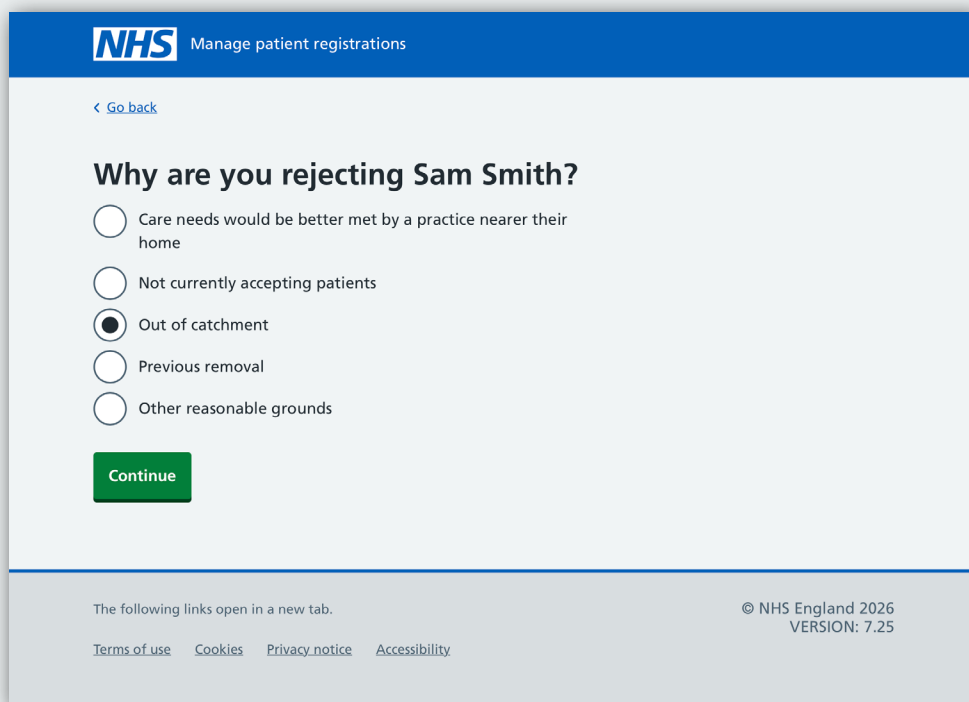
Patient has an 8-day removal from your practice on their record

3. Follow your local policy before rejecting a registration.

5. Navigating the portal

5.4 Rejecting a registration

4. Select the reject option and choose or enter the appropriate reason if prompted.



NHS Manage patient registrations

[Go back](#)

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

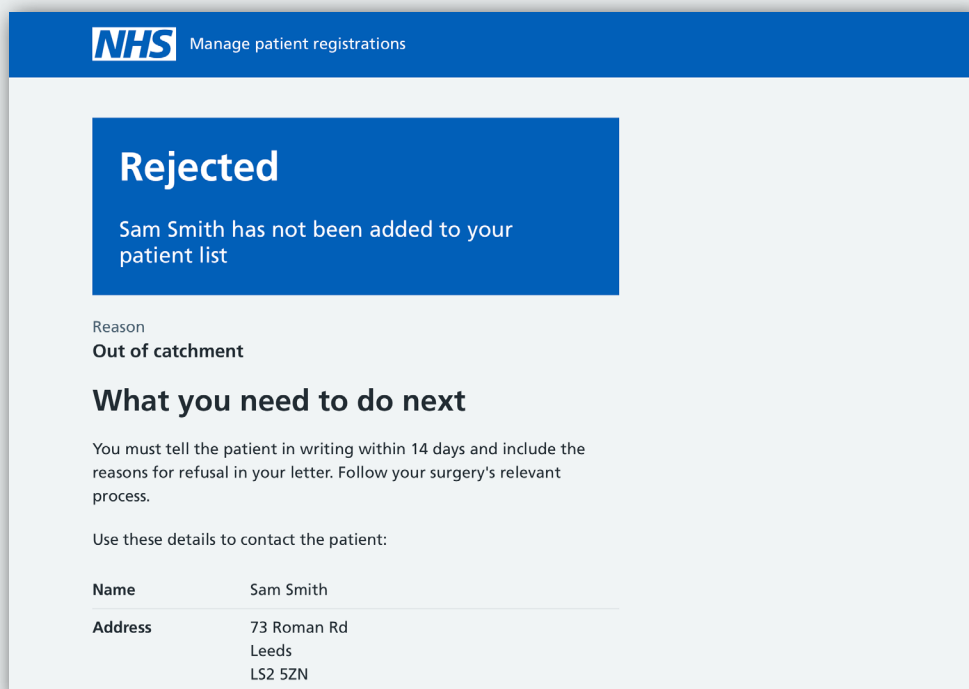
[Continue](#)

The following links open in a new tab.

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5. Check for confirmation that the decision has been saved.



NHS Manage patient registrations

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
Address	73 Roman Rd Leeds LS2 5ZN

5. Navigating the portal

5.5 Auto-registered patients

The screenshot shows the NHS Manage patient registrations portal. At the top, there's a blue header with the NHS logo and the text 'Manage patient registrations'. Below the header, there's a link '< Go back'. The main heading is 'Patient registrations' with the subtext 'In the last 90 days'. There are four white boxes with large numbers and links below them: '8' with link 'New', '1' with link 'Under review', '999' with link 'Approved' (circled in pink), and '5' with link 'Rejected'. Below these boxes, there's a blue box with the text '7 Auto registrations today • 125 in the past 90 days'. At the bottom, there's a section 'Latest service updates' with a link to 'latest updates, fixes and features'.

Category	Count	Link
New	8	New
Under review	1	Under review
Approved	999	Approved
Rejected	5	Rejected

7 Auto registrations today • 125 in the past 90 days

Latest service updates

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

Use this section to view patients who have been auto registered through the service. These records may not require the same manual action as other registrations, but staff should still follow local checks and understand how the information appears in the clinical system.

5.6 Recently rejected registrations

The screenshot shows the NHS Manage patient registrations portal. At the top, there's a blue header with the NHS logo and the text 'Manage patient registrations'. Below the header, there's a link '< Go back'. The main heading is 'Patient registrations' with the subtext 'In the last 90 days'. There are four white boxes with large numbers and links below them: '8' with link 'New', '1' with link 'Under review', '999' with link 'Approved', and '5' with link 'Rejected' (circled in pink). Below these boxes, there's a blue box with the text '7 Auto registrations today • 125 in the past 90 days'. At the bottom, there's a section 'Latest service updates' with a link to 'latest updates, fixes and features'.

Category	Count	Link
New	8	New
Under review	1	Under review
Approved	999	Approved
Rejected	5	Rejected

7 Auto registrations today • 125 in the past 90 days

Latest service updates

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

Use this area to review decisions made recently. This can help with follow-up queries, checking the outcome of a registration, or confirming whether a registration has already been processed.



6. Good practice for new users

Check each registration carefully before making a decision.

Do not approve or reject a registration unless you are confident it meets your local process.

Ask a supervisor if you are unsure about a registration.

Keep patient information confidential and only access records for work purposes.

Use this guide alongside your local standard operating procedure.

7. Troubleshooting access issues

Issue	What to check
You cannot see the MPR service	Check that your access has been enabled and that the correct activity role is assigned.
Smartcard sign-in fails	Check that your Smartcard is inserted correctly, the reader is working, and you are using the correct passcode.
You can sign in but cannot process registrations	Check that you selected the correct role and that your permissions include the required patient registration activity.
The portal is slow or will not load	Refresh the page, try another approved browser, and check local IT guidance before raising a support request.

8. Where to get help

If you are unsure how to complete a task in MPR, speak to your line manager, practice manager, or Registration Authority Manager. For technical access issues, follow your organisation's local IT or NHS support process.

