

# Wakefield District General Practice

## Ash Grove Medical Centre

# Patient Access Policy

### Version Control

Version No	Date	Details of Changes included in Update	Authors
V0.1 Draft	01/04/16	First draft	Sarah Shepherd
V0.2 Draft	29/04/16	Changes made in line with feedback from a selection of Practice Managers, WCCG Contract Manager & Quality Manager.	Sarah Shepherd
V0.3 Draft	08/05/16	Changes made by Greg Connor following feedback from Alison Sugarman	Greg Connor
V0.4 Draft	12/05/16	Changes made by LMC and following feedback received in Access Workshop held 10.05.16, from Practice Managers	Sarah Shepherd
V0.5 Draft	23/06/16	Changes made following comments received from the Patient Reference Group and PIPEC.	Sarah Shepherd
V1.0 Final	24/06/16	Final version to share with practices	Sarah Shepherd
V1.1	03/07/17	Changes made, Prescription ordering via telephone or via pharmacy no longer available, Practice Manager changed	Jo Hewlett
V1.2	25/05/18	Changes made to include dementia friendly	Jo Hewlett
V1.3	13/05/19	Changes made to opening hours	Jo Hewlett

# 1. Aim

This document sets out how Ash Grove Medical Centre ensures that all patients are able to access timely and appropriate clinical care.

## 2. Objectives

- Patients are able to access information, care or treatment by a GP or appropriate member of the practice team in line with their clinical needs.
- The ability of patients to access the above does not vary on account of characteristics such as age, disability, gender, race, religion or belief, sexual orientation, geography or socio- economic status.
- Clinicians and staff are able to manage available resources to meet demand effectively so that the best possible levels of service and access are maintained at all times.
- Patients and carers are aware of how to get the best from the practice and are involved in monitoring and developing the systems and procedures to ensure that their needs are met.

## 3. Rights and responsibilities for the patient

### 3.1 Patients' Rights

As a patient you have the right to:

- join the practice of your choice in the area where you live following acceptance by the practice;
- easily-accessible information about your practice and how to access care via the practice leaflet and website;
- appropriate urgent care as per Section 5 Access Targets;
- clear information about your treatment in a suitable format and language so that you and the clinician may make an informed decision about the best course of action;
- privacy and confidentiality;
- be treated with dignity and respect at all times (including access to a chaperone if required);
- comment or complain if you are not satisfied with the service provided.
- be registered in accordance with NHS England's ['Patient Registration'](#) standard operating procedure.
- Be registered or receive treatment without delay where the patient cannot produce photo ID or proof of address.

## 3.2 Patients' Responsibilities

As a patient it is your responsibility to:

- treat all practice staff with respect;
- ensure you attend any appointment made at the surgery and arrive on time;
- cancel an unwanted appointment as soon as possible so it can be offered to someone else;
- inform the practice if you change your address or telephone number so the practice can contact you urgently if needed;
- inform the practice if you have any special needs, including communication needs, so the practice can make any necessary arrangements;
- let a member of the practice staff know if you are unsure about or dissatisfied with your care so that it can be explained or put right;
- do your best to look after your own health;
- use the services of the practice appropriately.

## 4. Surgery opening hours and appointment times

Ash Grove Medical Centre operates from the following surgery premises:

Ash Grove Medical Centre, England Lane, Knottingley, WF11 0JA.

Tel: 01977 673141

Monday – Friday 08:00 – 18:30

Early Surgery 07:00 – 08:00 Monday, Tuesday

Late Surgery 18:30 – 20:00 Monday, Wednesday

Ash Grove Medical Centre is open with reception staffing 8am to 6.30pm every working day.

Eggborough Surgery is our branch surgery accessible to all patients is open with reception staffing 8:30 – 12:45. Please contact the main surgery on 01977 673141 to make appointments at either site

All sites are closed for staff training for a maximum of ten Wednesday afternoons (from 12 noon) each year. Details are displayed clearly on the practice website and each practice site at least four weeks in advance together with instructions on what to do if you need help when the surgery is closed.

The practice provides a first and last pre-bookable appointment with a GP or Advanced Nurse Practitioner at;

Ash Grove Medical Centre

08:30 and 5.45pm respectively

Pre Bookable Early Surgery 07:00 – 08:00 Monday, Tuesday

Pre Bookable Late Surgery 18:30 – 20:00 Monday, Wednesday and Thursday

The practice provides standard appointment length of 10 minutes but longer appointments are available on request for patients who need more time.

## **5. Access standards**

### **5.1 Routine consultation standard**

All patients will be offered a telephone or face-to-face consultation with a doctor or other suitable practitioner (such as a senior nurse) within two working days of contacting the practice, unless the call is triaged to be safe for a longer time frame or the patient may choose to wait longer if they want a more convenient appointment or to see their preferred practitioner.

### **5.2 Urgent clinical assessment standard**

All patients who believe that they have an urgent medical problem which needs to be dealt with the same day (and cannot be offered an appointment that day) will be contacted by a doctor or another suitable practitioner from the practice within four hours, provided they clearly identify themselves to the receptionist and supply a contact telephone number and where possible a brief indication of the problem. The patient must inform the receptionist if he/she believes the problem requires attention more quickly.

### **5.3 Repeat prescriptions standard**

The practice will generate and sign all repeat prescriptions within two working days of receiving a request to do so, except where;

- the practice has tried and failed to contact the patient where this is needed before the prescription can be issued safely,
- or where a medication review is pending and must be undertaken before the prescription can be issued safely. The request for a medication review will be highlighted on the patient's most recent prescription.

The practice aims to generate and sign repeat prescriptions within 24 hours of request but because of the need to ensure patient safety patients should allow two working days. The practice will do its best to provide prescriptions in urgent circumstances but will not compromise patient safety to do so.

Repeat Prescriptions can be posted in the repeat prescription box, 24 Hours a day, ordered on line 24 Hours a day (Ask at reception for a user name and password)

## **6. If you miss your appointment or are late**

There would be much shorter waits for appointments if every unwanted appointment was cancelled and so available for another patient to use. It is frustrating for doctors and nurses to be under pressure to provide better access when up to 1 in 10 appointments are wasted by people who simply do not turn up.

If you arrive up to 10 mins late for your appointment a message will be sent to the clinician that you have arrived and you will be seen. If you arrive more than 10 mins late a message will be sent to the clinician stating why you were late and if they have time to still see you. It is at the discretion of the clinician if you can be seen. They may take people who have arrived on time in first.

Appointments can be cancelled on line, Via the telephone or via Txt messages

If you attend the surgery late for your appointment it may be difficult to fit you in without making other patients wait longer. Please try to attend just before your appointment slot but not too early. If the surgery is running late you will be informed by reception so that you have the option of re-booking, or through other communication methods where available, such as the self-arrival screen or other screens in the waiting area.

## **7. Seeing the doctor or nurse you prefer**

For some problems you may not mind which doctor or nurse you see but there may be times when you may have a firm preference or it is best for you to see a particular practitioner.

If you may request to see the clinician of your choice, the receptionist will make every effort to find an appointment to suit you.

## **8. Improving access for patients**

The practice is always pleased to receive comments and suggestions about its services including how easy it is to access them. Please contact the practice manager (Jo Hewlett or Louise Jones) if you have comments or suggestions to make.

Patients are encouraged to join our Patient Representative Group and the practice keeps the group up to date with the audits it carries out every six months to monitor access. Contact Jo Hewlett who will pass details onto the PRG to contact anyone interested in joining.

The practice is working towards, a 'Young Person Friendly' accreditation. All reception staff will receive training in assisting young people to get the best from the practice. There will be access to resources specifically for young people via the practice's website and the practice will provide a dedicated clinical advice service for young people at least once per week (in consultation with young registered patients and at least equivalent to a half hour telephone or face to face surgery conducted by a suitably qualified nurse or doctor).

The practice is working towards becoming Dementia friendly, all our staff have attended a dementia friends training course.

All practices in Wakefield are implementing, or have started to prepare the implementation of the Accessible Information Standard. This tells NHS organisations how they should make sure that disabled patients receive information in formats that they can understand and receive appropriate support to help them to communicate.

The practice has produced a welcome pack in Polish.

The practice offers a telephone interpreting service for all languages. Reception will add details onto the appointment for the clinician and allow extra time for the appointment.