

Wakefield District General Practice

Drs DP Diggle & RE Phillips

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	18/07/16	Policy tailored to Drs Diggle & Phillips	Karen Murgatroyd
V1.2	31/08/16	Policy adapted following CCG feedback	Karen Murgatroyd
V1.3	03/07/17	Policy reviewed and updated	Karen Murgatroyd
V1.4	30/07/18	Policy reviewed and updated	Karen Murgatroyd
V1.5	30/07/19	Policy reviewed and updated	Karen Murgatroyd

1. Aim

This document sets out how Drs Diggle & Phillips (the Practice) 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, unless the practice has reasonable grounds to decline. Our policy is to ask for patient ID for all patients requesting registration and this is applied in a non-discriminatory fashion. If you cannot provide ID then reasonable exceptions will be considered, with sensitivity to your situation.

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

The Practice operates from the following surgery premises:

Church View Health Centre
Langthwaite Road
South Kirkby
WF9 3AP
Tel: 01977 844850
Fax: 01977 654330

The practice is open with reception staffing Monday to Friday, from 08.00 am to 6.30 pm. The phone lines are open 08.00 am to 6:00 pm (except when closed for training) Monday to Friday.

On-line facilities are available at www.churchviewhealthcentre.nhs.uk

4.1 GP Care Wakefield

GP Care Wakefield offers extended opening hours for patients registered with a Wakefield GP practice for same day GP appointments and some routine care. The services are based at two locations: Trinity Medical Centre (Thornhill Street, Wakefield, WF1 1PG) and Pontefract General Hospital (Pontefract, WF8 1PL).

Between the hours of 6.00 pm and 10.00 pm Monday to Friday, the practice phone system will direct callers to GP Care Wakefield. Patients should dial the normal practice telephone number.

Between the hours of 9.00 am and 3.00 pm Saturday, Sunday and Bank Holidays the practice phone system will divert callers to GP Care Wakefield. Patients should dial the normal practice telephone number.

Between the hours of 10.00 pm and 8.00 am Monday to Friday and 3.00 pm to 09.00 am Saturday, Sunday and Bank Holidays, if you telephone the surgery and your call cannot wait, you will be asked to re-dial NHS 111.

4.2 Online Service

Patients can also book appointments by using our online services 24 hours a day. Please contact reception or see our website for details on how to register for this service.

4.3 NHS 111 / 999

When we are closed NHS 111 (Help Line) provides a national 24 hour a day, 7 days a week confidential health line, staffed by experienced nurses. They can be contacted on 111 and their helpline is a valuable source of information and advice. Calls to 111 are free from both land lines and mobiles.

In a genuine emergency you should call 999. Chest pains and / or shortness of breath constitute an emergency.

4.4 Staff Training

The Practice is 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 at the practice, together with instructions on what to do if you need help when the surgery is closed.

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

4.5 Tuesday Evening Appointments

The practice offers extended opening on Tuesday evenings up to 8:30 pm for pre-booked appointments. Please note that the telephone lines close at 6:00 pm.

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 are normally for patients with long-term conditions who receive regular treatment. The GP will decide who can have a repeat prescription.

You can order your repeat prescription:-

- online via the practice website – www.churchviewhealthcentre.nhs.uk
New users are required to complete a simple registration.
- by phoning the practice on 01977 644850 (preferably after 10am).
- by calling into the surgery.
Wherever possible please give the exact drug names when ordering.
- by posting your request with a stamped addressed envelope for its return (please allow time for delays in the post).

The practice also offers an Electronic Prescription Service which allows patients to choose or "nominate" a pharmacy to get their medicines or appliances from. The practice then sends the prescription electronically.

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.

Appointments can be cancelled by phoning the practice or on-line at www.churchviewhealthcentre.nhs.uk

If you attend the surgery late for your appointment it may be difficult to fit you in without making other patients wait longer and you may be asked to rebook. Please try to attend just before your appointment slot but not too early.

Late attendance should be avoided if possible however, if it is for unforeseen circumstances or within reason, we would encourage patients to alert reception staff as soon as possible, who can inform the clinicians and attempt to accommodate them.

If the surgery is running late you will be informed by reception so that you have the option of re-booking.

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. Each patient has an allocated GP, dependent on their surname, but you have the right to see the GP of your choosing.

<u>Surname</u>	<u>Allocated GP</u>
A-K	Dr DP Diggle
L-Z	Dr RE Phillips

Where possible we will attempt to accommodate requests to see your preferred practitioner, however this may not always be possible.

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 management team if you have comments or suggestions to make.

Patients are encouraged to join our Virtual Patient Representative Group (VPRG) and the practice keeps the group up to date with the audits it carries out to monitor access. Please contact the practice management team if you are interested in joining our VPRG.

The practice has been awarded the 'Young Person Friendly' accreditation. All reception staff have received training in assisting young people to get the best from the practice. There is access to resources specifically for young people via the practice website.

We work within Accessible Information Standard which 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.

We aim to provide excellent care & support for people with Dementia. All our staff have undertaken Dementia Friendly training, to support our patients, carers and community and we are working on making our practice environment more Dementia Friendly.

Our Practice is registered as a 'Safer Place' with the Wakefield District Safer Places Scheme. The Safer Places Scheme is a voluntary scheme that aims to assist vulnerable people with learning disabilities, autism and dementia to feel safer when travelling independently.

The Practice uses a telephone based interpretation service. If you need an interpreter you must tell the receptionist when you make the appointment. Tell the staff which language you speak and they will book an interpreter for you.