# Wakefield District General Practice

## Outwood Park Medical Centre

### Patient Access Policy

## Version Control

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<td>01/04/16</td>
<td>First draft</td>
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<td>Changes made in line with feedback from a selection of Practice Managers, WCCG Contract Manager &amp; Quality Manager</td>
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Version 1.0 Final - 24/06/2016
1. **Aim**

This document sets out how Outwood Park 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

Outwood Park Medical Centre operates from the following surgery premises:

**Outwood Park Medical Centre** is open with reception staffing 8am to 6.30pm every working day.
Wrenthorpe Health Centre is open Monday – Friday between 8:45 – 11:30am & 2:45pm – 5:30pm

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 helps when the surgery is closed.

The practice provides a first and last pre-bookable appointment with a GP or Practice 8.30am and 5.45pm respectively

The practice provides standard appointment length of 10 minutes with a GP or a Senior Practice Nurse but longer appointments are available on request for patients who need more time.

Pre Bookable Practice Nurse appointments are available on Saturday Mornings as part of an Extended Hours Enhanced Service
Outwood Park Medical Centre in collaboration local member practices offers an Out Of Hours service covering 6.30pm to 8pm, Monday to Friday and 9am to 3pm on Saturday. These sessions are for same day access and are bookable through NHS 111. They are held at Outwood Park Medical Centre. During these sessions patients may be seen by other GPs from other local practices.

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 prescription can be requested as follows

The dedicated prescription line is open 9:00am -12:00noon Monday to Friday 01924 786202.

Face to face at reception Monday – Friday 8:00am – 6:30pm – Where possible we ask patient to hand in their most recent medication list

If you have an special arrangements for collection for example by your chosen Pharmacy or a representative please inform the receptionist

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.

Where patients consistently fail to attend for an appointment without a reasonable explanation.

- The practice will write to the patient with the dates and times they have failed to attend and offer to help with future appointment booking
- In extreme circumstances, patients that consecutively fail to attend appointments may lead to a request from the partners to leave the practice list.

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

Should you attend late for your appointment It will be at the discretion of the healthcare professional as to whether they are able to see you.

If the surgery is running late - The GPs & Nurse aim to keep to time as much as possible however there are circumstances which may cause a surgery to overrun

The practice will aim to keep patients informed so that you have the option of re-booking, or through other communication methods, such as the self-arrival screen or other screens in the waiting area.
If you have been waiting for longer than 20 minutes for your appointment please inform one of the reception staff

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. For routine appointments where possible the practice will aim to offer you an appointment with the GP /nurse of your choice. As not all GPs /nurse are full time their availability may be limited. The reception staff will be able to provide you with a timetable of GPs/nurse availability.

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 if you have comments or suggestions to make. Mrs Glennis Rhodes (Practice Manager)

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. Patient Group membership is open to all patients registered with the practice – please ask fat reception for more information of how to join the group and its functions.

The practice is working towards, a ‘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’s website.

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

Patients that require Interpreter Service for Spoken and Sign Language

Interpreter services are available via language line please inform a member of the reception team so that we can book the most appropriate service.