



Patient Access Policy

Version History

Version	Date	Description	Name
1.0	1/8/2016	Published	Kerry Evans
2.0	13/9/16	Amendment to section 8 - advice service for young people	Kerrie Evans
3.0	4/7/2017	Review of policy and amendment to section 8	Louise Gregory
4.0	27/10/17	Extended Hours removed from section 4	Louise Gregory
5.0	6/6/2018	Review of policy	Louise Gregory

Equality Statement

This policy applies to all patients and staff of the Practice irrespective of:

- Age;
- Race;
- Colour;
- Religion;
- Disability;
- Nationality;
- Ethnic origin;
- Gender;
- Sexual orientation;
- Marital status;
- Social/employment status;
- HIV status;
- Gender reassignment;
- Political affiliation; or
- Trade union membership

A full Equality Impact Assessment is not considered to be necessary as this procedure will not have a detrimental impact on any particular group.

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1. Aims and Objective

This document sets out how Maybush Medical Centre ensures that all patients are able to access timely and appropriate clinical care. The objectives are:

- 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 service 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.

2. Rights and responsibilities for the patient

2.1 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;
- clear information about your treatment in a suitable format and language so that you and the clinician can 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.

3. Opening hours and appointment times

Maybush Medical Centre operates from the following surgery premises:

Maybush Medical Centre
Belle Isle Health Park
Portobello Road
Wakefield
WF1 5PN

Tel: 01924 33 44 51

The Practice is open and accessible to all patients with reception staffing from 8am to 6.30pm, Monday to Friday.

Appointments can also be made via the Practice's SystemOnline service once patients are registered for this service. Anyone wishing to set this up should initially discuss this with one of our Receptionists.

All sites in Wakefield are closed for staff training for a maximum of ten Wednesday afternoons each year (from 12 noon to 6:30pm). Details are displayed clearly on the Practice website and in the reception at least four weeks in advance together with instructions on what to do if you need help when the Practice is closed.

The Practice provides on a daily basis a first and last pre-bookable appointment with a GP at 8.10am and 5.40pm respectively.

The Practice also offers late appointments up to 6pm with the Practice Nurse.

The Practice provides standard appointment length of 10 minutes with a GP but longer appointments are available on request for patients who need more time. As stated above the standard appointment length with a GP is 10 minutes, however should a patient have more than one problem which they wish to discuss with the Doctor then the receptionist should be informed at the time of booking and a double appointment will be given.

4. Trinity Care Triage

Maybush Medical Centre, working with six other Practices in Wakefield, delivers a nurse-led telephone triage service for all same day GP appointment requests. The service covers six Practices in the centre of Wakefield and one Practice on the outskirts, operating 7 days a week, every day of the year from 8am to 6pm Monday-Friday. Patients registered with the seven practices can ring this service directly on 01924 784100 or ask for a call back from the reception staff.

All calls are answered by a fully-trained nurse who will have access to your medical notes. Patients should expect to be asked questions about your problem so that the nurse can find out more about the nature of your illness or problem. Once the nurse has talked to you and referred to your medical notes you may then be given an appointment with a doctor for that day or later in the week if it is felt that the problem can wait. It is important for patients to understand that not all calls to the Triage Service will result in an appointment with a doctor. Sometimes patients may be booked to see a nurse at a minor illness clinic, given advice about actions and treatments which can be taken at home or advised to visit to their local pharmacist.

The service is also able to offer appointments with a physiotherapist or a community mental health nurse depending on your needs. Further information on the service can also be found at www.trinitycarewf.org.uk

5. GP Care Wakefield

GP Care Wakefield is an extended out of hours service owned by all Wakefield GP Practices to cover the entire population of the Wakefield district.

The service operates from 6pm to 10 pm Monday to Friday, and 9 to 3pm Saturday's, Sunday's and all Bank Holiday's. Telephones will be automatically diverted during operating hours. Outside of these times please telephone 111 or ring back during normal surgery hours if your need is not urgent.

Following triage of your problem, if deemed appropriate the service will offer you a GP appointment at Trinity Medical Centre or Pontefract General Infirmary.

There needs to be shared consent in place for the service to be able to provide safe care therefore please ensure you give explicit record sharing consent when accepting an appointment with the service. Patients who prefer not to give shared consent **cannot** access this service.

The service is not available for routine matters such as repeat prescriptions.

5.1 Routine care with a Nurse or HCA

In addition to the above, during 6pm and 8pm Monday to Friday, and 9am and 1pm on Saturday's, Sunday's and Bank Holiday's, patients can be seen for routine

annual review of Heart Disease, Diabetes, COPD, Asthma & Stroke but only if you are well controlled and your condition is stable. Other routine nurse care includes:

- Blood tests
- Routine ECG (not chest pain)
- Spirometry
- Review of contraception pill
- Repeat depo injection
- Smears
- B12 injection
- Removal of sutures and clips

For more information, please ask at reception.

6. Access standards

6.1 Routine consultation

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.

6.2 Urgent clinical assessment

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.

6.3 Repeat prescriptions

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 (items which the GP has authorised to be available for ordering without the need to be seen each time) can be ordered by ticking the items needed on the right hand side of your prescription and handing this to reception.

Alternatively, these can also be ordered via the Practices SystemOnline service for patients registered with this service. Anyone wishing to set this online access up should initially discuss this with one of our Receptionists.

6.4 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 fail to attend 3 appointments in a 12 month period, a letter will be sent to you from the Practice. If further failure to attend appointments occurs this will then be discussed at a Practice meeting and a decision may be made for you to be removed from the list and asked to register elsewhere. Should this decision be made a letter would be sent to you informing you of this.

If you arrive at the surgery late for your booked appointment, it may be difficult to fit you in without impacting on other patients with booked appointments. It is important that you try and arrive before your appointment time 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.

6.5 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.

The Practice will aim to provide you with a choice of GP. However, we cannot always guarantee that you will be able to see the clinician of your choice. In cases where you wish to see a specific clinician, you may need to wait longer for an available appointment.

The Practice has allocated patients to a GP using a mixture the first letter of your surname. And new patient informed as soon as they are registered

7. Improving access for patients

7.1 Patient Participation Group

Patients are encouraged to join our Patient Participation Group and the Practice keeps the group up to date with the audits it carries out every six months to monitor access. If you are interested in joining our Patient Participation Group you should contact the Practice Manager. In addition, 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.

7.2 Young Persons Accreditation

During 2017 the Practice participated in a District-wide process to become Young Person's Accredited. This process was led by the CCG and Wakefield Youth Association with background information being sought on all Practices regardless of whether they were one of the ones selected for formal interviews by the Youth Association. This included reviewing Practice websites and social media accounts, questionnaire responses from patients between the ages of 13 – 21 and mystery shoppers assessing processes / information internally at the Practice to ensure it was all young person's friendly. The Practice received extremely positive feedback after all assessments were completed and has now been fully accredited in being Young Person's Friendly. A plaque confirming this is to be displayed in our reception area once this has been received. A full copy of the District wide report prepared by the Youth Association is available on request along with the Practice's responses to the resulting recommendations.

7.3 Accessible Information Standard

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 participated in both sensory impairment and dementia awareness training in order to help staff provide the most appropriate support they can for this group of patients. The Practice also has a hearing loop available for any patients who may need to use of this when coming into the Practice.

7.4 Interpretation Services

The Practice has access to interpretation services for those patients whose first language is not English and for patients who require sign language services. These services are provided via Language Line and Wakefield Council respectively. If you require either of these services for your appointment you should let the receptionist know at the time of booking your appointment so that they can try and arrange this.