

King's Medical Practice

Access Policy



Version control

Date	Change	Version	Author
01/04/16	First draft	V0.1 Draft	Sarah Shepherd
29/04/16	Changes made in line with feedback from a selection of Practice Managers, WCCG Contract Manager & Quality Manager.	V0.2 Draft	Sarah Shepherd
08/05/16	Changes made by Greg Connor following feedback from Alison Sugarman	V0.3 Draft	Greg Connor
12/05/16	Changes made by LMC and following feedback received in Access Workshop held 10.05.16, from Practice Managers	V0.4 Draft	Sarah Shepherd
23/06/16	Changes made following comments received from the Patent Reference Group and PIPEC.	V0.5 Draft	Sarah Shepherd
24/06/16	Final version to share with practices	V1.0 Final	Sarah Shepherd
30/06/17	Updated	V1.1	Michael Land
30/09/22	Updated	V1.2	Nicola Hatfield

Aim

This document sets out how King's Medical Practice ensures that all patients can access timely and appropriate clinical care.

Objectives

1. Patients can access information, care or treatment by a GP or appropriate member of the practice team in line with their clinical needs.
2. 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.
3. 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.

Rights and responsibilities for the patient

Patients' rights

As a patient you have the right to:

- join the practice of your choice 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);
- 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.

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 in good 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 contact details so the practice can contact you if needed;
- inform the practice if you have any particular 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;
- do your best to look after your own health;
- use the services of the practice appropriately.

Surgery opening hours and appointment times

King's Medical Practice operates from the following surgery premises:

King's Medical Centre, King Edward Street, Normanton, WF6 2AZ.

King's Medical Practice is open with reception staffing 8am to 6.30pm every working day.

The Practice can be contacted by e-mail on kings.medicalpractice@nhs.net, book appointments through Online Services provided by SystmOne, or telephone the Practice on 01924 223 909.

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 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 same day and pre-bookable appointments with a GP from 8:30am Monday to Friday. The Practice provides a duty GP from 8:30am to 6:30pm Monday to Friday to deal with urgent and emergency care in the Practice.

The Practice provides standard appointment length of 10 minutes for routine pre-booked appointments, but longer appointments are available if requested by a clinician.

Access standards

Routine consultation standard

All patients will be offered a telephone or face-to-face consultation with a doctor or other suitable practitioner within a reasonable time frame depending on the problem.

Urgent clinical assessment standard

All patients who believe that they have an urgent medical problem which needs to be dealt with the same day will be appropriately care navigated and offered an appointment.

Repeat prescription standard

The Practice will generate and sign all repeat prescriptions within two working days of receiving a request to do so, except when:

- 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 one working day 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.

Patients may request repeat prescriptions using Online Services provided by SystemOne, through e-mail to prescriptions.kingsmedicalpractice1@nhs.net, by filling out their request on the repeat prescription counterfoil or indicated by their nominated pharmacist.

The Practice encourages and supports patients wherever appropriate to nominate a pharmacist for electronic prescribing and repeat dispensing.

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 attend the surgery late for your appointment it may be difficult to fit you in without making other patients wait longer. The clinicians may refuse to see you if you are late, and you may have to rebook your appointment. Please try to attend in good time 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.

Seeing the clinician 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. Please inform the receptionist if you prefer to see a particular person.

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 complete the Friends and Family Test, Patient Survey, leave a message on NHS website, or directly speak to a member of staff to share your thoughts.

Patients are encouraged to join our Patient Participation Group, by registering interest at reception, phone call, or through e-mail.

The Practice has '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. The Practice has considered a dedicated clinic for young people; however, this would essentially restrict choice, therefore the Practice chooses to treat young people as it would an adult regarding access to appointments.

The Practice will support communicating with patients by meeting their needs. For example, if a patient does not speak English, we have access to Language Empire translation services. If a patient requires BSL interpreter, we have access to book an interpreter.