Wakefield District General Practice

FRIARWOOD SURGERY

Patient Access

Policy

# Aim

This document sets out how Friarwood Surgery ensures that all patients are able to access timely and appropriate clinical care.

# 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.

# 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’](https://www.england.nhs.uk/commissioning/wp-content/uploads/sites/12/2015/11/pat-reg-sop-pmc-gp.pdf) 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.

# Surgery opening hours and appointment times

Friarwood Surgery operates from the following surgery premise:

Friarwood Surgery

Carleton Glen

Pontefract

West Yorkshire WF8 1SU

The Surgery is open Monday to Friday 8.00am to 6.30pm

When the surgery is closed please call NHS 111 (free from mobiles and landlines) for any advice or information. If you have a life threatening condition, please dial 999.

The surgery is closed all weekend and during all public holidays

Friarwood Surgery is open with reception staffing 8am to 6.30pm every working day.

The Surgery 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 the 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 equivalent senior nurse] at:

8.30am and 5.45pm respectively

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

If you feel you require longer appointment times or want to discuss multiple problems please request for a longer appointment time at the time of booking.

The Surgery provides Extended Hours Appointments on a Monday – Friday 7-8am and Thursday evening after 6.30 -8pm. The appointments are pre-bookable only and are mainly for patients who cannot attend during normal surgery opening hours due to work or other commitments.

**GP CARE WAKEFIELD**

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

**GP Appointments**

It operates from 6 – 10 pm Monday to Friday, and 9 – 3pm Saturday’s, Sunday’s and Bank Holidays. During these hours, please telephone the normal surgery number and you will be automatically diverted. 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

**Routine care by HCA/Nurse**

In addition to the above, during 6pm & 8pm Monday to Friday, and 9am & 1pm on Saturday’s, Sunday’s and Bank Holiday’s, patients can be seen for routine nurse care including:-

Routine ECG (not chest pain)

Spirometry

Smears

Bloods

Review of contraception pill

Repeat depo injection

B12 injection

Removal of sutures and clips

For more information, please telephone or ask at reception.

# 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.

In line with a new NHS Patient Safety programme, the Doctors at Friarwood Surgery have agreed that the clinical risk associated with accepting repeat prescription requests over the telephone is too high and consequently this service ceased in 2016.

Our new system will be safer for patients. Some requests for medication over the phone are not clear and it can take considerable time and effort to clarify what is required. Written requests will avoid potential confusion and medication errors.

In future you will be able to order repeat prescriptions in the following ways:

1. Complete the repeat prescription counterfoil attached to any existing prescription and hand this in to reception or place it in the box at the entrance to the building.
2. Online by registering for Online services. Please ask at reception if you wish to use this service. A login and password will be issued (please do not disclose this information in order to protect your data).This is an easy and simple way. Select the 'Order Repeat Medication' tab at the bottom of the page on our website.
3. Register for electronic prescriptions. Your prescription will be sent to a pharmacy of your choice. Please complete a nomination form at reception.
4. Ask your chemist to order and collect your prescription. It can be collected in person or home delivered. Speak to your local pharmacy to make arrangements.

Patients on repeat medication will be asked to see a doctor, nurse practitioner or practice nurse at least once a year to review these regular medications and notification should appear on your repeat slip. Please ensure that you book an appropriate appointment to avoid unnecessary delays to further prescriptions.

# 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.

Patients will be sent warning letters of the failure to attend appointments. Patients will be asked to register with another practice should they fail to attend appointments regularly. The practice has made it easy to cancel an unwanted appointment. Please call the surgery during surgery opening hours (alternatively you can phone out of normal hours to use our 24hr automated ‘patient partner’ phone line to cancel) or you can cancel appointments online via the practice website.

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 though other communication methods where available, such as the self-arrival screen or other screens in the waiting area.

If you are more than 10 minutes late for your appointment, it is up to the discretion of the nurse or doctor if you will be seen otherwise you will be asked to rebook another appointment.

If the surgery is running late, reception staff will inform you on arrival or an announcement will be made in the waiting area.

# 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 always try and book an appointment for you with your GP or nurse of choice. Please book an appointment in advance if you have a preferred clinician. If you are requesting an urgent appointment you will be seen by the clinician whoever is on duty.

# 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 Kevin Duggan if you have comments or suggestions to make. You are welcome to come and meet the practice manager to discuss the above or you can call 01977 704777.

Patients are encouraged to join our Patient Participation Group (PPG) and the practice keeps the group up to date with the audits it carries out every six months to monitor access. Please contact the practice manager for further details of the PPG.

The practice has 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. The practice also provides a dedicated clinical advice service for young people as required and aims to provide 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) subject to demand.

All practices in Wakefield have implemented 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

We want to get better at communicating with our patients. We want to make sure you can read and understand the information we send you.

If you find it hard to read our letters or if you need someone to support you at appointments, please let us know.

* We want to know if you need information in braille, large print or easy read.
* We want to know if you need a British Sign Language interpreter or advocate.
* We want to know if we can support you to lip-read or use a hearing aid or communication tool.

Do you have any particular communication preferences?

Please make reception aware of your preferences so that we can make a note in your medical record and comply with your request.

The practice has access to interpreting services, please let reception know in advance and they will arrange the appropriate interpreting service that you require.