

HEALTH CARE FIRST PARTNERSHIP
Standard Operating Procedure

Title: Patient Access Policy

Reference No: SOP-C056

Issue	Prepared By	Date	Checked & Approved By	Date
01	Sarah Ramsden	26/07/16	Sarah Ramsden	26/07/16
02	Sarah Ramsden	25/09/17	Sarah Ramsden	25/09/17
03	Sarah Ramsden	31/07/18	Sarah Ramsden	31/07/18
04	Sarah Ramsden	10/09/19	Sarah Ramsden	10/09/19

Approved for Distribution

By:  Date: 10/09/2019
Sarah Ramsden

If not signed above, then document is for reference purposes only, not for distribution and not subject

HEALTH CARE FIRST PARTNERSHIP
Standard Operating Procedure

Title: Patient Access Policy

Reference No: SOP-C056

This page has been intentionally left blank

HEALTH CARE FIRST PARTNERSHIP

Standard Operating Procedure

Title: Patient Access Policy

Reference No: SOP-C056

1 Introduction

1.1 This document sets out how Health Care First Partnership (HCF) ensures that all patients are able to access timely and appropriate clinical care.

2 Objectives

2.1 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.

2.2 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.

2.3 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.

2.4 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.

HEALTH CARE FIRST PARTNERSHIP

Standard Operating Procedure

Title: Patient Access Policy

Reference No: SOP-C056

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**

4.1 HCF operates from the following surgery premises:-

- Byram Surgery, St Edward's Close, Byram, WF11 9NT
- Castleford Health Centre, Welbeck Street, Castleford, WF10 1HB
- Elizabeth Court Surgery, Elizabeth Drive, Airedale, Castleford, WF10 3TG
- Ferrybridge Medical Centre, 8-10 High Street, Ferrybridge, WF11 8NQ
- Ferrybridge Medical Centre, Beauforth House, Station Road, Ferrybridge, WF11 8NJ
- Pinfold Surgery, Pinfold Lane, Methley, Leeds, LS26 9AA
- Queen Street & Park View Surgery, 60 Queen Street, Normanton, WF6 2BU

4.2 The practice telephone number is 01977 664141.

4.3 The practice website is at www.healthcarefirst.co.uk, with the exception of Queen Street / Park View surgery: www.queenstreetmedical.co.uk/

4.4 For a list of our full surgery opening times, please see Appendix 1.

4.5 Please note that appointments are not available at the Health Centre on Wednesday and Friday afternoons. You can, however, be seen at any other surgery.

4.6 Whilst Elizabeth Court and Pinfold close one afternoon per week; you can still be seen at our other sites.

4.7 Appointments can be made by contacting the surgery on 01977 664141 or by booking on-line via the System Online, which is accessible via our website (see 4.3 above).

HEALTH CARE FIRST PARTNERSHIP

Standard Operating Procedure

Title: Patient Access Policy

Reference No: SOP-C056

4.8 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 help when the surgery is closed.

4.9 The practice provides a standard appointment length of 10 minutes to see a GP and 15 minutes to see an ANP. Nursing appointment times vary in length dependent on the nature of the consultation. Longer appointments are available on request for patients who feel they need more time.

4.10 **GP Care Wakefield**

GP Care Wakefield offers extended opening hours for patients registered with a WakefieldGP 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).

4.10.1 Between the hours of 18.00 – 22.00 Monday to Friday, the practice phone system will direct callers to GP Care Wakefield.

4.10.2 Between the hours of 09.00 – 15.00 Saturday, Sunday and Bank Holidays the practice phone system will direct callers to GP Care Wakefield

4.11 **NHS 111**

4.11.1 Between the hours of 22.00 – 08.00 am Monday to Friday, the practice phone system will automatically direct callers to NHS111.

4.11.2 Between the hours of 15.00 – 09.00 am Saturday, Sunday and Bank Holidays, the practice phone system will automatically direct callers to NHS111.

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 Call Handler and supply a contact telephone number and where possible a brief indication of the problem. The patient must inform the Call Handler if he/she believes the problem requires attention more quickly.

HEALTH CARE FIRST PARTNERSHIP

Standard Operating Procedure

Title: Patient Access Policy

Reference No: SOP-C056

5.3 Repeat Prescriptions Standard

- 5.3.1 The practice will generate and sign all repeat prescriptions within two working days or 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.
- 5.3.2 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.
- 5.3.3 Patients' can order repeat medication on-line or by posting the repeat slip in the post box inside surgery.
- 5.3.4 The practice uses the 'Electronic Prescription Service (EPS)'. EPS enables our practitioners to send prescriptions electronically to a Pharmacy of your choice. This makes the prescribing and dispensing process more efficient and convenient for patients and staff.

6 **If you miss your appointment or are late**

- 6.1 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.
- 6.2 HCF has a 'Did Not Attend Policy' and will write with a warning to patients' who fail to attend three appointments in a rolling twelve months. Failure to attend a fourth appointment may result in the patient being removed from the practice list.
- 6.3 Appointments can be cancelled online (if booked online) and via telephone. The practice telephone system allows the patient to leave a message to cancel an appointment.
- 6.4 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 through other communication methods where available, such as the self-arrival screen or other screens in the waiting area.
- 6.5 Where possible, the GP or Nurse will aim to see patients who arrive late, however, you may have to wait and be seen at the end of surgery.

HEALTH CARE FIRST PARTNERSHIP

Standard Operating Procedure

Title: Patient Access Policy

Reference No: SOP-C056

6.6 Members of the Reception team will advise patients when a GP or Nurse is running late and this will either be on arrival (by suspending self-check-in) or making an announcement in the waiting area.

7 See the Doctor or Nurse you Prefer

7.1 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. You can see ANY clinician who is available.

7.2 Our GPs are:-

Dr P Earnshaw	Dr A Biswas
Dr P Wynn	Dr C Phipps-Jones
Dr C Speers	Dr J Webster
Dr Z Yusuf	Dr C Barraclough
Dr L Enright	Dr N Mantle
Dr R Farrelly	Dr K McGowan
Dr B Dimitrova	Dr M Khan
Dr S Twine	Dr S Waldron
Dr C Kendall	<u>Dr H Gurdin</u>
<u>Dr E Whitaker</u>	<u>Dr B Hartley</u>

7.3 Our clinical staff rotate around all of our sites, therefore, you may have to be prepared to travel to an alternative site to see your preferred GP/Nurse or wait a little longer to be seen in your local site.

8 Improving Access for Patients

8.1 The practice is always pleased to receive comments and suggestions about its services including how easy it is to access them. If you have comments or suggestions to make you can leave a card in one of our suggestion boxes or submit feedback via our website.

8.2 Patients are encouraged to join our Patient Participation Group (PPG). If you wish to join the group, please complete an application form and return to the HR & Operations Manager. Forms are available on our 'PPG' Noticeboards.

HEALTH CARE FIRST PARTNERSHIP

Standard Operating Procedure

Title: Patient Access Policy

Reference No: SOP-C056

8.3 During 2016 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, social media accounts (where used), 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 friendly. HCF received extremely positive feedback after all assessments were completed and has now been fully accredited in being Young Person Friendly. A plaque confirming this is displayed in our Pinfold and Ferrybridge Reception areas.

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.

8.4 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.

8.5 All members of staff have received Dementia Friendly training.

8.6 For patients who require translators or access to British Sign Language, the practice uses Language Line and D&A Languages. Please let members of staff know if you need an interpreter for your appointment. The practice also has an accredited ANP with Level 1 British Sign Language and she is available at our Pinfold and Elizabeth Court Surgeies.

