

Wakefield District General Practice
King's Medical Practice

Patient Access Policy

Version Control

Version No	Date	Details of Changes included in Update	Authors
V0.1 Draft	01/04/16	First draft	Sarah Shepherd
V0.2 Draft	29/04/16	Changes made in line with feedback from a selection of Practice Managers, WCCG Contract Manager & Quality Manager.	Sarah Shepherd
V0.3 Draft	08/05/16	Changes made by Greg Connor following feedback from Alison Sugarman	Greg Connor
V0.4 Draft	12/05/16	Changes made by LMC and following feedback received in Access Workshop held 10.05.16, from Practice Managers	Sarah Shepherd
V0.5 Draft	23/06/16	Changes made following comments received from the Patent Reference Group and PIPEC.	Sarah Shepherd
V1.0 Final	24/06/16	Final version to share with practices	Sarah Shepherd
V1.1	30/06/17	Updated	Michael Land
V1.2	20/04/18	Reviewed – nil changes	Michael Land
V1.3	04/09/18	Updated – slight change to sit & wait	Michael Land

1. Aim

This document sets out how King's Medical Practice 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 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.

- 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 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 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;
- do your best to look after your own health;
- use the services of the practice appropriately.

4. 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 a first pre-bookable appointment with a GP at: 8:30am Monday, Tuesday, Wednesday, and Friday and from 7:00am on a Thursday, and the last pre-bookable appointment is at 5:50pm Monday to Friday, with pre-bookable late

clinics on alternating Tuesday and Thursday evenings from 7:00pm to 8:00pm. The Practice also has a sit and wait clinic between 8:40am and 10:30am Monday to Friday for patients to book into reception and sit and wait to be seen at their convenience. Patients are required to first contact the Practice on the telephone number 01924 223 909 before attending the Sit and Wait (except for those patients who cannot use a telephone). 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.

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 will be offered either a telephone call or face to face appointment with the duty GP.

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.

The Practice's prescription telephone request line is open from 10:00am to 5:00pm Monday to Friday. Patients may request repeat prescriptions using Online Services provided by SystmOne, through e-mail to repeats@gp-b87039.nhs.uk, by filling out their request on the repeat prescription counterfoil, or where clinically indicated by their nominated pharmacist.

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

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.

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.

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

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 complete the Friends and

Family Test, Patient Survey, leave a message on NHS Choices, 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 shares with the group the access audits it carries out every six months.

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 in regards to access to appointments – options for sit and wait in the morning, routine afternoon and evening appointments, and Saturday mornings.

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