

# Wakefield District General Practice

## Park Green Surgery

# 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 Patient Reference Group and PIPEC.	Sarah Shepherd
V1.0 Final	24/06/16	Final version to share with practices	Sarah Shepherd
V1.0 Practice Version	29/7/16	Amended For Dr Singh and Partners	Carol Brown/Katie Day
V1.1	19/6/17	Amended to add extra opening hours and Youth Friendly accreditation	Carol Brown/Katie Day
V1.2	1/7/18	Amended alongside changes to contract	Carol Brown/Katie Day
V1.3	01/12/19	Amended surgery name	Carol Brown/Katie Day

## 1. Aim

This document sets out how Park Green Surgery 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 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.

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.

## 4. Surgery opening hours and appointment times

Park Green Surgery operates from the following surgery premises:

Church View Health Centre, Langthwaite Road, South Kirkby, Pontefract, WF9 3AP.

Telephone no: 01977 642251.

Opening hours:	Monday	8.00am – 6.30pm	
	Tuesday	8.00am – 6.30pm	Extended hours: 6.30pm - 8.40pm
	Wednesday	8.00am – 6.30pm	
	Thursday	7.30am – 6.30pm	Extended hours: 7.30am – 8.00am
	Friday	8.00am – 6.30pm	

Southmoor Surgery, Southmoor Road, Hemsworth, Pontefract, WF9 4LU.

Telephone no: 01977 615153.

Opening hours:	Monday	8.30am – 6.00pm	
	Tuesday	8.30am – 6.00pm	
	Wednesday	8.30am – 1.00pm	Extended hours: 6.30pm - 8.40pm
	Thursday	8.30am – 6.00pm	
	Friday	8.30am – 6.00pm	

GP Care Wakefield – Delivering GP Extended Hours across Wakefield and district. Appointments for medical support are now available on weekdays 6pm-10pm and

weekends and bank holidays 9am-3pm. To get help during these times, just call your GP surgery and you will be diverted through to speak to a clinician. Alternatively you can ring 111.

There is also a walk in service available at King Street Health Centre, 47 King Street, Wakefield.

Park Green Surgery, Church View Health Centre is open with reception staffing 8am to 6.30pm every working day.

The surgery has online capabilities. You can book/cancel appointments online if you are signed up for the service.

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.

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

Park Green Surgery provides extended hours on:

Tuesday evening at Church View Health Centre - 6.30pm – 8.40pm

Thursday morning at Church View Health Centre - 7.30am – 8.00am

Wednesday evening at Southmoor Surgery (branch site) - 6.30pm – 8.40pm

## **5. Access standards**

### **5.1 Routine consultation standard**

All patients will be offered a telephone or face-to-face consultation with a doctor or Advanced Nurse Practitioner 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 Advanced Nurse 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. Please allow an extra day if collected from the chemist.

Prescriptions can be ordered over the phone, in person, placed in the Prescription Box or on-line. We do not allow chemists to order prescriptions on your behalf, unless you are housebound.

Prescriptions can be sent electronically to a chemist of the patients choosing.

We offer a repeat dispensing service for those patients who are on stable medication. This means we can generate 6 – 12 months of prescriptions which can be taken to the chemist of your choice and issued when it is due so you do not have to order each month.

## **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 fail to attend your appointment your appointment is marked as not attended and you would need to make another appointment.

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.

If you are more than 10 minutes late your appointment is marked as not attended and you would need to make another appointment.

Patients are notified by Reception when surgeries are overrunning.

## **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.

It is patient choice as to which practitioner you prefer to see.

## **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 contact the practice manager if you have comments or suggestions to make, Carol Brown.

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 would like to join the group or require any further information please ask to speak to Carol Brown, Practice Manager.

The practice has achieved '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 and the practice provides a dedicated clinical advice service for young people 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).

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 surgery is Dementia Friendly and has a Sensory Impairment Champion.

If you require an interpreter please tell the receptionist when you book your appointment. The surgery uses DA Services to access interpreters.

# Park Green Surgery

## Failure to Attend Appointment Procedure (DNA Policy 'Did Not Attend')

A significant amount of time is invested at this surgery to create an appointment rota that will manage supply and demand. All factors including doctors training, annual leave and known "higher demand times" e.g. winter and after bank holidays are taken into account.

More and more of the doctors/nurses time is being wasted weekly due to non-attenders.

**FAILURE TO ATTEND NHS DOCTORS AND NURSES APPOINTMENTS IS NOT ONLY TIMEWASTING BUT IS ALSO A WASTE OF AN EXPENSIVE RESOURCE.**

This practice actively manage patients who persistently fail to attend appointments and in some cases will take steps to deregister a patient. It is common for patients who fail to attend to then request a further appointment within 48 hours.

Staff are instructed to take the following steps;

1. First missed appointment – record onto the computer system as Did Not Attend. (If a patient rings to cancel 15 minutes before the appointment time, this will also be recorded as 'Did Not Attend'. This is because it is too short notice to offer the appointment to anyone else so therefore is a wasted appointment.
2. Second missed appointment – record on the computer as Did Not Attend. Letter sent out along with a copy of our DNA policy.
3. Third missed appointment (within 12 months period) – record on computer as Did Not Attend. Flagged up with manager and investigated. May be deregistered from the practice.

Please be advised that the Practice will always respond to reasonable appeals and valid reasons.

*Version 2 - 1 December 2019*