

Patient Access Policy

Holbrooks Health team

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Contents

| | |
|--|---|
| DOCUMENT CONTROL..... | 2 |
| Aim..... | 4 |
| Objectives | 4 |
| Rights and responsibilities for the patient..... | 4 |
| Patients’ Rights | 4 |
| Patients’ Responsibilities..... | 5 |
| Surgery opening hours and appointment times | 5 |
| Appointments outside standard GP contract hours (8am to 6.30pm | 6 |
| Coventry & Rugby GP Alliance – Extended Hours Appointments..... | 6 |
| Access standards..... | 6 |
| Routine consultation standard | 6 |
| Urgent clinical assessment standard | 6 |
| Repeat prescriptions standard | 7 |
| If you miss your appointment or are late | 7 |
| Seeing the doctor or nurse you prefer | 8 |
| Improving access for patients..... | 8 |

Aim

This document sets out how Holbrooks Health team 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

Patients' Rights

As a patient you have the right to:

- join the practice in the area where you live following acceptance by the practice;
- easily-accessible information about the practice and how to access care via the practice leaflet and website;
- appropriate urgent care;
- 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.

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

Holbrooks Health team operates from the following surgery premises:

Holbrooks Health team
71-77 Wheelwright Lane
Holbrooks
Coventry
CV6 4HN
Tel: 024 7636 6775

Opening times:

| | |
|---------------------|----------------|
| Monday to Friday | 07.00 to 18.30 |
| Saturday and Sunday | Closed |

Appointments can also be booked via our telephone system, using the online services (VOS) and via email: hht.admin@nhs.net

Patients are also welcome to book appointments at all reception desks.

Holbrooks Health team is open with reception staffing from 7:00am to 18:30pm Monday to Friday, 8:30am to 12noon on some Saturdays.

When the practice is closed, WMAS offers an Out of Hours service to our patients. Please call your practice number and follow the instructions on the recorded message. Alternatively, you can also access healthcare advice from NHS 111 by dialling 111. Calls to 111 are free even if you are calling from a mobile.

The practice may be closed for staff training for a maximum of nine Wednesday afternoons (from 12 noon) each year. Details will displayed clearly on the practice website and on the practice noticeboard (internal and external) 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] between 7.00am and 6.30pm respectively

The practice provides a combination of standard appointment length of 10 minute and 15 minute appointments but longer appointments are available on request for patients who need more time.

Appointments outside standard GP contract hours (8am to 6.30pm)

The practice provides extended hours access to patients outside the standard GP PMS contract (see opening times above) between 7:00am and 8:00am each day Monday – Friday. These are a mixture of pre-bookable and same day emergency appointments. . WMAS the OOH provider (6:30pm – 8:00am Monday to Friday, can offer help and if necessary appointments outside of practice hours if your query/concern cannot wait until the practice is open.

Coventry & Rugby GP Alliance – Extended Hours Appointments

These are available across 3 Coventry and 1 Rugby Site, Monday to Friday 6:30pm – 9:30pm, and Saturday and Sunday mornings from 9:00am. The practice website provides up-to-date information regarding the appointments and where they are located.

Access standards

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.

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.

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.

Repeat prescription procedure:

- Patients must ensure that they allow time for their prescription to be produced and authorised
- Patients must ensure they book their medication reviews in time to avoid delays in issuing repeat prescriptions
- Requests can be taken in writing, as well as the following methods to make a request:
 - **In person**
 - **By post**
 - **Online, EMAIL**-order by Email hht.admin@nhs.net
- You can also register for electronic prescriptions- please register with your preferred pharmacy.

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.

- We understand that patients may forget their appointment or be unable to attend due to unforeseen circumstances. For those patients' who consistently fail to attend their appointments, they will be contacted by practice. This may result in you being removed from the practice list.

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 screens in the waiting area.

- We understand that patients may be late sometimes for their appointments. If you know you are going to be late, please call reception to advise an estimated time of arrival. The reception staff will then liaise with the clinician to see if they are still able to see you. Unfortunately, due to time constraints, the clinician may not be able to see late patients. An alternative appointment would need to be made in this circumstance.
- Our staff strive to meet patient expectations, but unfortunately clinicians' can run late due to patient need. They may have been dealing with an emergency on site, or may have been called out to an urgent home visit. We appreciate this can be frustrating for our patients' and we ask for your patience when this situation arises. Reception staff will keep patients' up to date with clinic times if running behind.

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 strives to provide patients with an appointment with the GP/clinician of their choice. However, due to increased demand, you may have to wait a little longer for your appointment. All of our GP's are fully qualified to consult with all patients.

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 if you have comments or suggestions to make: hht.admin@nhs.net or via the Enquiry page on our website <http://www.hht-nhs.co.uk/> .

Patients are encouraged to join our Patient Representative Group. To discuss our PRG, please contact Tina Yardley (Patient Support Manager) or Pip Margerrison (PPG Lead) on 024 7636 6775.

The practice is working towards, a 'Young Person Friendly' accreditation. All reception staff will receive training in assisting young people to get the best from the practice. There will be access to resources specifically for young people via the practice's website and the practice hopes to provide a dedicated clinical advice service for young people at least once per week. We have recently recruited a Children's Nurse.