Wakefield District General Practice

Stanley Health Centre

Patient Access

Policy

**Version Control**

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| Version No | Date | Details of Changes included in Update | Authors |
| v1 Final | June 2016 | Final Version | Pat Foster |
| v2 Updated | June 2017 | Updated to include Dementia / Young Person Accreditations | Pat Foster |
| v3 Updated | December 2017 | Updated to include changes to Out of Hours – now GP Care Wakefield | Pat Foster |
| v4 Updated | June 2018 | Updated changes to Extended Hours | Pat Foster |
| v5 Updated | August 2018 | Change to last appointment time | Pat Foster |
| V5.1 Update | August 2019 | Updated Extended Hours | Pat Foster |
| V5.2 | February 2020 | Updated Pat Foster’s email address | Hazel Davies |
| V5.3 | July 2022 | Updated Telephone numbers and contact details | Hazel Davies |

# Aim

This document sets out how Stanley Health Centre 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.

## 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

Stanley Health Centre operates only from the following surgery premises:

Stanley Health Centre

Lake Lock Road

Stanley

Wakefield WF3 4HS

Telephone: 01924 822328

Website: www.stanleyhealthcentre.nhs.uk

Stanley Health Centre is open Monday to Friday with reception staffed 8am to 6.30pm every working day.

You can also book or cancel appointment’s online when you have registered for this service and order your repeat prescriptions or call in to the practice.

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 a first and last pre-bookable appointment with a GP at 8.30am and 5.40pm respectively

The practice provides a standard appointment length of 10 minutes for a GP appointment and 15 minutes with the Advanced Nurse Practitioner but longer appointments are available on request for patients who need more time or have multiple conditions.

We provide appointment’s outside of our usual hours on:

Monday’s: 7am – 8am & 6.30 pm – 7.30 pm with a GP

Wednesday’s 7 am – 8 am with a Practice Nurse & Health Care Assistant

(subject to annual leave)

GP CARE WAKEFIELD is an extended out of hours service owned by all Wakefield GP Practices to cover the entire population of the Wakefield district. It operates from

**6pm to 10pm Monday to Friday**, and **9am to 3pm Saturday’s, Sunday’s and Bank Holidays**

Telephones will be automatically diverted during operating hours.

Following triage of your problem, if deemed appropriate the service will offer you a GP appointment at Trinity Medical Centre or Pontefract General Infirmary.

# 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 Advanced Nurse Practitioner or other associated clinical staff) 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.

You can order your repeat prescription by completing the slip attached on your prescription or calling at reception. You can also order your prescription online from the practice website.

Electronic Prescription Service (EPS)

This is a service which makes it more convenient for patients to collect their medicines. Using this system means that prescriptions by GPs and other prescribers will be transferred to the pharmacist of your choice. Please ask reception for a form to complete to use this service.

# 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.

Missed appointments are monitored and if appropriate discussed with the patient at their next appointment. Patients can cancel appointments by ringing the surgery, calling in person or online when registered.

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 late for your appointment the self-check in screen will not allow you to book in for your appointment. The receptionist will ask the clinician if they still have time to see you. This will depend on the availability of the clinician at this time you may need to re-book your appointment.

If a surgery is overrunning by more than 30 minutes a receptionist will make the patients aware and offer to re-book their appointment if they cannot wait.

# 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.

All patients are allocated a named GP who is responsible for the overall care given to that patient. Patients registered at Stanley Health Centre can ask to see any GP, they are not restricted to seeing their named GP.

# 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. If you have any comments or suggestions you can either complete a comments/suggestions form available in reception or ask to speak to the Practice Manager, Mrs Pat Foster.

Patients are encouraged to join our Patient Participation Group the practice will keep the group up to date with the audits it carries out every six months to monitor access. To join the group you can complete a form from reception or leave a message at reception and we will invite you to the next meeting.

The Practice has 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 and social media accounts, 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’s friendly.  Stanley Health Centre received extremely positive feedback from the questionnaires completed and has now been fully accredited in being Young Person’s Friendly.

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 has carried out two sensory impairment audits. The audits were by Wakefield & District Sight Aid and Wakefield & District Deaf Society. As a result of these audits we purchased a mobile hearing loop and larger text signs to divert patients around the practice. We changed the background colour of the LCD TV screen. We also changed the background and text for information posters. All staff have received training in sensory awareness.

The practice has been recognised and awarded a Dementia Friendly Recognition plaque for its work toward becoming Dementia Friendly by Wakefield Dementia Action Alliance. A Dementia friendly organisation is an organisation where people with dementia are understood, respected and supported, and confident they can contribute to community life.

# Interpreting Services

If you require an interpreter please let reception know when you make your appointment either by telephone or in person or email the Practice Manager [pat.foster3@NHS.net](mailto:pat.foster3@NHS.net) who will arrange this for you

Interpretation provided by Language Empire