

Wakefield District General Practice

New Southgate 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 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 on 10 th May 2016, from Practice Managers	Sarah Shepherd
V0.5 Draft	23/06/16	Changes 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
V1.1 Final	03/07/17	Changes following our Young Person's Friendly accreditation	Joanne Leith
V1.2 Final	13/10/17	Changes to incorporate details of GP Care Wakefield	Joanne Leith
V1.3 Final	20/09/18	Changes to section 4 and section 5, Repeat Prescriptions Standard	Joanne Leith
V1.4 Final	31/12/18	Changes to section 5, Repeat Prescriptions Standard	Joanne Leith

1. Introduction

This document sets out how New Southgate 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

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.

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

New Southgate Surgery operates from the following surgery premises:

New Southgate Surgery
Buxton Place, Leeds Road, Wakefield, WF1 3JQ
Telephone: 01924 334400
Fax: 01924 334439
Website: www.newsouthgatesurgery.co.uk

Patients are also able to contact the surgery via a link on our website or directly using the e-mail address new.southgatesurgery@nhs.net. You can also use our online service to book or cancel an appointment via our website or on an Apple/Android device via the free App.

The Practice premises are open with reception staffing from 8am to 6.30pm, Monday to Friday. The telephone lines are open from 8am to 6pm with the appointments line opening at 8.30am. Appointments are available between 8.10am to 11am and 1.30pm to 6pm. Actual surgery times will vary between doctors.

The Practice provides a first and last pre-bookable appointment with a GP at 8.30am and 5.50pm respectively.

The Practice provides standard appointment length of 10 minutes but a clinician may request longer appointments for patients who need more time.

The Practice offers weekday extended hours appointments. Usually there will be 2 morning sessions, 7am to 8am, and 2 evening sessions, 6.30pm to 8pm, each week. These are pre-bookable appointments only.

GP Care Wakefield

GP Care Wakefield offers extended opening hours for patients registered at a Wakefield GP practice, for same day GP appointments and some routine care. The services are based at two locations: Trinity Medical Centre (Wakefield, WF1 1PG) and Pontefract General Hospital (Pontefract, WF8 1PL).

If you call the Practice between 6pm and 10pm, Monday to Friday, or between 9am and 3pm, Saturday, Sunday and Bank Holidays, the Practice telephone system will direct callers to GP Care Wakefield. At all other times, when the surgery is closed, the Practice telephone system will automatically direct callers to NHS 111.

The surgery is closed for staff training for a maximum of 10 Wednesday afternoons (from 12pm) each year. Details are displayed clearly on the Practice website, and within the Practice, at least four weeks in advance together with instructions on what to do if you need help when the surgery is closed.

5. 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 2 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 4 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 2 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 2 working days. The Practice will do its best to provide prescriptions in urgent circumstances but will not compromise patient safety to do so.

Requests for repeat medication can be made using the tear-off slip on your prescription. You can order by fax on 01924 334439, by post or online. If ordering by post please send S.A.E. for return of the prescription.

Some local pharmacies operate a delivery service. Patients should check with their preferred pharmacy. Patients can also nominate a pharmacy to have their prescription sent electronically. Please ask for further details of this service.

If you are taking medication on a regular basis you will be required to attend for a medication review with our in-house pharmacist or a GP. You will be reminded when you need to make an appointment for this.

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.

The surgery does have a significant amount of time wasted due to patients not attending appointments. We understand that this can sometimes not be avoided. However, if you fail to attend 2 appointments and you have not notified us of your reasons, a letter will be sent to you. We will continue to monitor your attendance and if you fail to attend again, a warning letter will be sent. If you fail to attend following a warning letter, a final warning letter will be sent and your registration will be reviewed at the next Partners' meeting. This may result in your removal from the Practice list.

If you need to cancel your appointment for any reason please let us know as soon as possible. You can do this in the following ways;

Online: using the SystmOnline link on our website

Telephone: 01924 334400

In person: at the reception desk from 8am to 6.30pm, Monday to Friday.

If you need to cancel at short notice please do so by telephone so we have time to offer your appointment slot to someone else.

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.

The Practice cannot guarantee that you will be seen if you are more than 10 minutes late for your appointment. This is decided by the individual clinician on the day.

Clinicians do try to adhere to appointment times but emergencies do occur which could mean surgeries run behind. Where staff are aware of a clinician running more than 30 minutes late, they will inform the waiting patients verbally and on a notice board. You will still be seen that day however if you would prefer to re-book this can be arranged.

If you have not been notified that your GP is running late and you have not been seen within 30 minutes of your appointment time please inform the reception staff.

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.

GPs are able to book review appointments for patients when it is clinically appropriate. Patients are able to see a GP of their choice if there are any routine appointments available with that GP. All patients have been allocated a named GP however your named GP will not be available at all times and therefore you are able to see any other doctor in the Practice.

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: Mrs Joanne Leith, 01924 334400.

Patients are encouraged to join our Patient Participation Group [PPG] 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 our PPG please see the link on our website or ask at reception for details.

During 2017 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 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. New Southgate Surgery received positive feedback after all assessments were completed and has now been fully accredited in being Young Person's Friendly. A plaque confirming this is to be displayed in our reception area once this has been received. 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.

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

Telephone interpreting services are available at the Practice. If an interpreter is required, please make this clear when booking the appointment as it takes time to arrange this. The service is normally via the telephone however face-to-face interpreters can be arranged in exceptional circumstances.