

Wakefield District General Practice

Ash Grove Medical Centre 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
V1.1	03/07/17	Changes made, Prescription ordering via telephone or via pharmacy no longer available, Practice Manager changed	Jo Hewlett
V1.2	25/05/18	Changes made to include dementia friendly	Jo Hewlett
V1.3	13/05/19	Changes made to opening hours	Jo Hewlett
V2	11/05/2023	Various changes throughout the whole document	K Leonard (Deputy Practice Manager)

Aims and Objective

This document sets out how Ash Grove Medical Centre ensures that all patients can access timely and appropriate clinical care.

- 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

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
- 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.

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.

Opening hours and appointment times

Ash Grove Medical Centre operates from the following surgery premises:

Ash Grove Medical Centre,
England Lane
Knottingley
WF11 0JA
Tel: 01977 673141

Monday – Friday 8:00am – 6:30pm

The Practice is open and accessible to all patients with reception staffing from 8am to 6.30pm, Monday to Friday.

- ❖ Eggborough Surgery is our branch surgery accessible to all patients is open with reception staffing 8:00am – 12:30pm. Please contact the main surgery on 01977 673141 to make appointments at either site

The surgeries are closed weekends and all public holidays.

If you need an appointment or to contact the surgery, we have various ways you can contact us:

- Telephone the surgery on **01977 673141**
- Email the surgery:
 - Reception wyicb-wak.ashgrove.reception@nhs.net
 - Prescriptions wyicb-wak.ashgrove.prescriptions@nhs.net
 - Admin/Secretary wyicb-wak.ashgrove.admin@nhs.net

- Appointments can also be made via the Practice's SystemOnline service once patients are registered for this service. Anyone wishing to set this up should initially discuss this with one of our receptionists.
- Contact Your GP Online via PATCHS (Health advice, appointment booking, fit notes, medication and more) using the following link <https://patches.ai/practice/ashgrovemedicalcentre> This is also available on our website, facebook page and advertised around the surgery.
- NHS APP - <https://www.nhs.uk/nhs-app/>

Patients can download the NHS App to view medical records, results, letters and also as a means to contact the surgery.

Staff Training

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 on a daily basis a first and last pre-bookable appointment with a GP or Advanced Nurse Practitioner at:

Ash Grove Medical Centre
8:00am and 5.15pm respectively

The Practice also offers late appointments up to 6.20pm with the Practice Nurse or Health Care Assistants.

The Practice provides standard appointment length of 10 minutes with a GP but longer appointments are available on request for patients who need more time. As stated above the standard appointment length with a GP is 10 minutes, however should a patient have more than one problem which they wish to discuss with the Doctor then the receptionist should be informed at the time of booking and a double appointment will be given.

GP Care Wakefield

GP Care Wakefield is an extension of your GP practice and offers appointments with GP's, nurses and other healthcare professionals. It covers the entire population of the Wakefield district.

Extra same-day and routine appointment are available locally with GP Care Wakefield.

This service is available to patients registered with a Wakefield District GP practice.

Opening Times

Monday to Friday 5pm to 9.30pm

Saturdays 9am to 5pm

Sundays 9am to 1pm

Bank Holidays 9am to 3pm

GP Care Wakefield locations

Appointments are available at:

- Church View Medical Centre in South Kirby
- Elizabeth Court in Castleford
- Northgate Surgery in Pontefract
- Ossett Surgery in Ossett
- Trinity Medical Centre in Wakefield
- Kinds Medical Centre in Normanton

Telephone lines will automatically be diverted during operating hours.

Outside of these times please telephone 111 or ring back during normal surgery hours if your need is not urgent. If you have a life-threatening condition, please dial 999.

There needs to be shared consent in place for the service to be able to provide safe care therefore please ensure you give explicit record sharing consent when accepting an appointment with the service.

Patients who prefer not to give shared consent cannot access this service. The service is not available for routine matters such as repeat prescriptions.

Routine care with a Nurse or HCA

In addition to the above, patients can be seen for routine annual review of Heart Disease, Diabetes, COPD, Asthma & Stroke, but only if you are well controlled and your condition is stable.

Other routine nurse care includes:

- Blood tests
- Routine ECG (not chest pain)
- Spirometry
- Review of contraception pill
- Repeat depo injection
- Smears
- B12 injection
- Removal of sutures and clips

For more information, please ask at reception.

Access standards

Routine consultation

All patients will be offered a telephone, face-to-face or video 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.

Care Navigation

Our Receptionists are trained in Care Navigation and will direct you to the most appropriate service to be dealt with in the most effective and appropriate way.

Our practice team has a variety of clinicians who are available to help you, this includes GPs, Advanced Nurse Practitioners, Advanced Clinical Practitioners, Pharmacists, Practice Nurses, Health Care Assistants, First Contact Physio, Mental Health Practitioner and Phlebotomists.

We now offer Minor Illness Clinics with our clinicians for Ears, Cold's/Sinusitis, Emergency Contraception/Tonsillitis/Sore Throats, UTI's, Acne, Eczema, STI's

CPCS

Surgeries are now able to make patient referrals to community pharmacies under the NHS Community Pharmacist Consultation Service (CPCS) for minor illnesses. All GP surgeries are encouraged to use this service to ensure patients are able to access the right care, in the right place, with the right person, at the right time. The service aims to reduce the pressure on general practices and A&E departments whilst also offering increased convenience and choice for patients.

<https://www.england.nhs.uk/primary-care/pharmacy/pharmacy-integration-fund/community-pharmacist-consultation-service/>

Urgent clinical assessment

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

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 will do its best to provide prescriptions in urgent circumstances but will not compromise patient safety to do so.

Repeat prescriptions (items which the GP has authorised to be available for ordering without the need to be seen each time) can be ordered by ticking the items needed on the right-hand side of your prescription and handing this to reception.

Alternatively, these can also be ordered via the Practices SystemOnline service for patients registered with this service. Anyone wishing to set this online access up should initially discuss this with one of our Receptionists.

Or via the NHS app – downloaded to your phone.

Repeat Prescriptions can be posted in the repeat prescription box - 24 Hours a day.

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 arrive up to 10 mins late for your appointment a message will be sent to the clinician that you have arrived and you will be seen. If you arrive more than 10 mins late a message will be sent to the clinician stating why you were late and if they have time to still see you. It is at the discretion of the clinician if you can be seen. They may take people who have arrived on time in first.

Appointments can be cancelled online, via the telephone or via text messages

If you fail to attend an appointment, a letter will be sent to you from the Practice. If further failure to attend appointments occurs this will then be discussed at a Practice meeting and a decision may be made for you to be removed from the list and asked to register elsewhere. Should this decision be made, a letter would be sent to you informing you of this.

If you arrive at the surgery late for your booked appointment, it may be difficult to fit you in without impacting on other patients with booked appointments. It is important that you try and arrive before your appointment time but not too early. If the surgery is running late, you will be informed by reception so that you have the option of rebooking or through other communication methods where available, such as the self-arrival screen or other screens in the waiting area.

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 will aim to provide you with a choice of GP. However, we cannot always guarantee that you will be able to see the clinician of your choice. In cases where you wish to see a specific clinician, you may need to wait longer for an available appointment.

The Practice has allocated patients to a GP using a mixture the first letter of your surname. And new patients informed as soon as they are registered

If you may request to see the clinician of your choice, the receptionist will make every effort to find an appointment to suit you.

Improving access for patients

Patient Participation Group

Patients are encouraged to join our Patient Participation Group and the Practice hold regular meetings. If you are interested in joining our Patient Participation Group you should contact the Management Team. In addition, 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.

Dementia Friendly

Ash Grove Medical Centre is a Dementia Friendly Practice, all staff have completed the relevant training. We are committed to improving the experience and outcomes of people living with dementia and their families and carers. Dementia Friendly signs appear throughout the Practice.

Safe Surgeries

Ash Grove Medical Centre has registered at a Safe Surgery and all Reception staff have received training. We are committed to taking steps to tackle the barriers faced by many migrants in accessing healthcare, ensuring that lack of ID or proof of address, immigration status or language are not barriers to patient registration.

Safe Surgeries recognise the barriers to healthcare access that exist, particularly for migrants in vulnerable circumstances, and believe that small changes in practice can make a difference. They are willing to lead by example and work to ensure that nobody in their community is excluded.

Accessible Information Standard

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 participated in both sensory impairment and dementia awareness training in order to help staff provide the most appropriate support they can for this group of patients. The Practice also has a hearing loop available for any patients who may need to use of this in the Practice.

The practice has produced a welcome pack in Polish.

Interpretation Services

The Practice has access to interpretation services for those patients whose first language is not English and for patients who require sign language services. These services are provided via Language Empire. If you require either of these services for your appointment you should let the receptionist know at the time of booking your appointment so that they can try and arrange this.