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**Access Policy**

**Patient Access Policy**

**1          Introduction**

1.1       This document sets out how St Isan Road Surgery ensures that all patients are able to access timely and appropriate clinical care.

2          Objectives

2.1       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.

2.2       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.

2.3       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.

2.4       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 Wales 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.

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**

4.1       St Isan Road Surgery operates from the following surgery premises

|  |  |  |
| --- | --- | --- |
| St Isan Road Surgery 46 St Isan Road Heath Cardiff CF14 4UU |  |  |

4.2       The practice telephone number is 029 2061 2333

4.3       The practice website is at  https:// [www.stisanroadsurgery.co.uk](http://www.stisanroadsurgery.co.uk)

4.4       Our surgery opening times are as follows:-

|  |  |
| --- | --- |
|  | **Opening Times** |
| **Monday** | 08:00 – 18:30 |
| **Tuesday** | 08:00 – 18:30 |
| **Wednesday** | 08:00 – 18:30 |
| **Thursday** | 08:00 – 18:30 |
| **Friday** | 08:00 – 18:30 |
| **Weekend** | *closed* |

4.5       Appointments can be made by contacting the surgery on 029 2061 2333 or by booking on-line via the NHS Wales App which is accessible via our website (see 4.3 above).

4.6       The practice provides a first and last pre-bookable appointment with a GP (a telephone apt at 08.20 and Face to Face apt at 17.45 respectively.  These appointments are available daily.

4.7       The practice provides a standard appointment length of 10 minutes to see a GP. Nursing appointment times vary in length dependent on the nature of the consultation.  Longer appointments are available on request for patients who feel they need more time.

4.8       Between the hours of 18.30 – 08.00 daily, the practice phone system will automatically direct callers to NHS111.

4.9    Between the hours of 18.00 – 18.30 Monday to Friday, the practice staff will transfer patients to Local Care Direct who will provide health advice.

**5          Access Standards**

5.1       Routine Consultation Standard

When contacting the practice all patients will be offered a telephone or face-to-face consultation with a doctor or other suitable practitioner (such as a Nurse) same day or advanced booking without the need to call back. The patient may choose to wait longer if they want a more convenient appointment or to see their preferred practitioner if it is safe to do so. Routine consultation enquiries can be emailed to the practice via [enquiries.w97053@wales.nhs.uk](mailto:enquiries.w97053@wales.nhs.uk) Routine appointments are available up to 6 weeks in advance.

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 will be offered a telephone or face-to-face consultation that day. The patient must inform the receptionist if he/she believes the problem requires attention more quickly.

Patients are to clearly identify themselves to the receptionist and supply a contact telephone number and where possible a brief indication of the problem.

5.3       Repeat Prescriptions Standard

5.3.1   The practice will generate and sign all repeat prescriptions within **48 working hours**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 48 hours of request but because of the need to ensure patient safety patients should allow three working days.  The practice will do its best to provide prescriptions in urgent circumstances but will not compromise patient safety to do so.

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

5.3.3   Patients’ can order repeat medication via their nominated pharmacy, by posting repeat slip in the post box inside surgery or on-line via the NHS Wales App. Patients can also email orders to [Prescriptionrequests.w97053@wales.nhs.uk](mailto:Prescriptionrequests.w97053@wales.nhs.uk)

5.3.4   The practice will soon be using the ‘Electronic Prescription Service (EPS)’.  EPS enables our practitioners to send prescriptions electronically to a Pharmacy of your choice.  This makes the prescribing and dispensing process more efficient and convenient for patients and staff. THIS IS CURRENTLY UNAVAILABLE.

**6          See the Doctor or Nurse you Prefer**

6.1       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.

6.2       The practice can allocation a patient to a named/registered GP based on the number of hrs/shifts the GP works & proportionate share of the total patients.

6.3       This does not mean you ONLY have to see your allocated GP; you can see ANY clinician who is available.

**8          Improving Access for Patients**

8.1       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 (please send to Claire Baker via the [claire.baker3@wales.nhs.uk](mailto:claire.baker3@wales.nhs.uk) or to St Isan Road Surgery’s full address, full address details are at 4.1) if you have comments or suggestions to make or alternatively you can leave a card in one of our suggestion boxes or submit feedback via our website.

8.2       For patients who require translators or access to British Sign Language, the practice uses Language Line and BSL online services respectively.  Please let members of staff know if you need an interpreter for your appointment. We also have a portable hearing loop available on site. If you struggle to use a phone, you can email us for an appointment via [equiries.w97053@wales.nhs.uk](mailto:equiries.w97053@wales.nhs.uk) or register with the NHS Wales App where you can book and appointment 24/7.