

# Wakefield District General Practice

Rycroft Primary Care Centre

&

South Hiendley Surgery

## Patient Access Policy

### Version Control

Version No	Date	Details of Changes included in Update	Authors
V1.1	19/01/2018	Minor changes following discussion at CCG/Practice Meeting	Fern Whitlam
V1.2	09/09/2019	Changes to extended hours	Fern Whitlam
V1.3	29/07/2022	Changes to extended hours	Fern Whitlam
V1.4	29/07/2023	Changes to extended hours	Brogan Smith

# 1. Aim

This document sets out how Rycroft Primary Care Centre & South Hiendley Surgery ensure 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

### 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'](#) standard operating procedure.
- Be registered or receive treatment without delay

### **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**

Rycroft Primary Care Centre & South Hiendley Surgery operate from the following surgery premises:

Rycroft Primary Care Centre  
Madeley Road  
Havercroft  
Wakefield  
WF4 2QG  
Tel: 01226 725555

Opening times:

Monday to Friday      08.00-19.00  
(telephone lines open at 07.30)

Saturday                  Closed  
Sunday                    Closed

South Hiendley Surgery  
Main Street  
South Hiendley  
Barnsley  
S72 9AB  
Tel: 01226 725555

### Opening times:

Monday	8.30am - 11.30am and 3.30pm to 6.00pm
Tuesday	8.30am - 11.30am and 3.30pm to 6.00pm
Wednesday	8.30am - 11.30am
Thursday	8.00am - 11.30am
Friday	8.30am - 11.30am and 3.30pm to 6.00pm
Saturday	Closed
Sunday	Closed

South Hiendley patients can access extended hours (late night) appointments at our Rycroft practice. Patients can also gain access to care and information when the practice is closed by calling Rycroft on 01226 725555.

Appointments can also be booked via the NHS App or Airmid System one App, information and links via our website:

<http://www.rycroftprimarycarecentre.nhs.uk/index.htm>

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

Rycroft Primary Care Centre is open with reception staffing 8am to 7.00pm Monday to Friday.

When the practice is closed, GP Care Wakefield and Local Care Direct offer 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.

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 around 50% of pre-bookable capacity and offer evening workers appointments from 17:40 – 18:45 from Monday to Friday at Rycroft.

The practice provides standard appointment length of 10 minute appointments but longer appointments are available on request for patients who need more time. Face to face, telephone or video appointments are all available upon request.

### **GP Care Wakefield (GPCW)**

GPCW is an extended out of hours service owned by all Wakefield GP Practices, to cover the entire population of Wakefield.

The service operates from 6pm – 10pm Monday to Friday and 9am to 3pm Saturdays, 9.00-1.00pm on Sundays and all Bank Holidays. Telephones will be automatically diverted during operating hours. Outside of these times please ring 111 or ring back during normal surgery hours if your need is not urgent.

### **Local Care Direct (LCD)**

LCD provides Out Of Hours (OOH) access to patients outside the standard GP PMS contract from 10pm to 8am the next morning. LCD can offer help and if necessary, appointments outside of practice hours if your query/concern cannot wait until the practice is open. OOH GP appointments arranged through Local Care Direct can be accessed at Pontefract General Infirmary and Trinity Medical Centre in Wakefield.

### **Extended Hours**

The practice offers extended hours appointments to our patients on Monday, Tuesday, Thursday and Friday from 6.30pm to 7.30pm at Rycroft.

## **5. Access standards**

### **5.1 Routine consultation standard**

All patients will be offered a telephone, face-to-face or video consultation if requested with an appropriate health care professional on the day or will be triaged by a clinician by telephone and depending upon the condition/problem, patients may be given appointments to see a GP, advanced nurse practitioner, clinical pharmacist, practice nurse, health care assistant or may be given telephone advice. If the patient wants to see their preferred practitioner, they may choose to wait longer. Seeing a GP may not always be the most appropriate course of action for every condition. Appointment requests are routinely triaged by receptionists under the guidance and training of the clinical staff.

### **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.

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 required on the right hand side of your prescription and handing this to reception. Alternatively, these can be ordered via the Practices Online Prescription service for patients registered with this service via the NHS App/Airmid, anyone wishing to set this online access up should initially discuss this with one of our Receptionists. Or finally, if you prefer we have a designated e-mail address for the request of prescriptions at Rycroft [prescriptions.rycroftsurgery@nhs.net](mailto:prescriptions.rycroftsurgery@nhs.net) or South Hiendley [prescriptions.southhiendleysurgery1@nhs.net](mailto:prescriptions.southhiendleysurgery1@nhs.net).

## **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.

If you miss an appointment an automatic text will be sent to you informing you of this, if this is a mistake you should let us know as soon as possible so that we can rectify this in your medical records. If you fail to attend 3 appointments in a 12 month period, 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 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.

## **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.

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.

## **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:

Brogan Smith on 01226 725555 (Rycroft and South Hiendley).

Patients are encouraged to join our Patient Participation Group and the practice keeps the group up to date with quarterly meetings. To discuss our PPG, please contact Practice Manager Brogan Smith on 01226 725555 (Rycroft and South Hiendley).

The practice now has 'Young Person Friendly' accreditation. All reception staff have received 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.

All practices in Wakefield have now implemented the Accessible Information Standard. This tells NHS organisations how they should ensure disabled patients receive information in formats that they can understand and receive appropriate support to help them to communicate.

The Practice offers additional services to support patients with potential communication barriers. This forms part of the Accessible Information Standard 2016:

- Language Empire for patients who require an interpreter; or for patients who are deaf or hard of hearing.

If you require either of these services, please make a member of the reception team aware so we can add this information to your record. When booking an appointment, please advise the member of staff that you will require access to these services, so we are able to make these arrangements for you.

The practice now has a dedicated mobile telephone for hearing impaired patients, who can text the practice from Monday to Friday, with staff providing a prompt response. Please e-mail Brogan Smith, Practice Manager at [broganmurray@nhs.net](mailto:broganmurray@nhs.net) for the number.