



# 1. Aim

This document sets out how Tieve Tara Medical Centre 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

### 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 where the patient cannot produce photo ID or proof of address, unless the practice has reasonable grounds to decline. Our policy is to ask for patient ID for all patients requesting registration and this is applied in a non-discriminatory fashion. If you cannot provide ID then reasonable exceptions will be considered, with sensitivity to your situation.

## 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

Tieve Tara Medical Centre operates from the following surgery premises:

Park Dale, Airedale, Castleford, West Yorkshire, WF10 2QP

**During Covid 19 We are open**

**All requests for GP appointments are screened first by either telephone , video consultation or engage. If there is a face to face then needed the GP will organise the appointment for patient to come down to the surgery. We advise a face covering when entering the building your temperature will be taken and you will be directed to the consulting room. We advise you arrive directly on time and only attend by yourself unless a carer is required. Nursing appointments are being booked by reception but they are being spaced out to ensure PPE and wipe down is completed between each patient. For repeat prescriptions we are currently allowing telephone requests, email requests on line requests. Trying to discourage paper requests to ensure reduced footfall into the building.**

Tieve Tara Medical Centre is open with reception staffing 8am to 6.30pm every working day (Monday to Friday, excluding Bank Holidays). When the Medical Centre is closed call the NHS 111 service, by dialling 111 which is free to landlines and mobile telephones. Your needs will be assessed and advice offered, or arrangements made for you to see a doctor. If it is an emergency call 999.

The Medical Centre can also be contacted online [www.tievetaramedicalcentre.co.uk](http://www.tievetaramedicalcentre.co.uk) where patients are able to book appointments and request medication. The Medical Centre's email account [wakccg.tievetara@nhs.net](mailto:wakccg.tievetara@nhs.net) can also be used to make contact.

The Medical Centre is 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 on the medical centre's

front doors at least four weeks in advance together with instructions on what to do if you need help when the medical centre is closed.

The practice provides a first and last pre-bookable appointment with a GP at;  
8.30am and 5.45pm respectively

The practice provides standard appointment length of 10 minutes but longer appointments are available on request for patients who need more time.

Appointments are available outside of standard GP contract hours (8am to 6.30pm) on Wednesdays between 6.30pm and 7.45pm. Also with HCA or Practice Nurses before 8.00a, Monday to Friday

Between the hours of 6pm and 6.30pm when the practice is open, call handling is operated by Local Care Direct who will assess your needs and offer advice, or make arrangements for you to see a doctor or for a doctor to see you at home.

## **5. 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 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.

### **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.

When you need more medication, there are several ways that you can request the items you need.

- **In person** - post the repeat slip through the letter box marked prescriptions inside the entrance to the surgery or take it to Tieve Tara Pharmacy situated next to the medical centre.
- **Online** - via the practice website [www.tievetaramedicalcentre.co.uk](http://www.tievetaramedicalcentre.co.uk) link at the top of this page. New users are required to complete a simple registration prior to using the service.
- **Pharmacy Ordering of Repeat Prescriptions** – Only for pharmacy managed patients accessed correctly by the pharmacy.

## 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 a patient fails to attend an appointment without providing a reason, a letter informing the patient of the fact that they failed to attend an appointment will be sent and should further appointments be missed then they may be removed from the practice list. If a patient then fails to attend further appointments without providing a reasonable reason, then the practice will review their case and may be removed from the practice list. To assist patients remember an appointment date and time a text message reminder is sent at the time of booking and the day prior to the appointment. If a patient cannot attend an appointment or wishes to cancel an appointment, then they can either telephone the practice on 01977 668455, on line access .

If you attend the surgery late for your appointment it may be difficult to fit you in without making other patients wait longer. You may be asked to wait until the end of the surgery when the clinician will try and see you, or you may be asked to make another appointment. 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 or via the self-arrival screen so that you have the option of re-booking.

## 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.

From 1<sup>st</sup> April 2015, GP Practices we required to allocate every patient with a named GP and every patient has been notified of this. This does not affect a patients' treatment or continuity of care at the Practice and you can continue to see any GP of your choice as normal. However, due to holidays etc. seeing your preferred GP may result in a longer wait for an appointment and/or treatment.

## **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 Susan Gilbert, practice manager via the surgery reception, if you have comments or suggestions to make.

Patients are encouraged to join our Patient Representative Group and the practice keeps the group up to date with the audits it carries out every six months to monitor access. The chair of the Patient Representative Group can be contacted via the surgery reception.

The practice is '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 and the practice will provide 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.

The practice has become 'Dementia Friendly' accreditation. All reception staff have received training in identifying people with dementia and how to assist them further and how to get the best from the practice.

The practice is a member of the Safer Places Scheme which is a voluntary scheme that provided safe and supportive places (displaying the Safer Places logo) should a vulnerable person experience difficulties whilst alone. The scheme aims to assist vulnerable people with learning disabilities, autism, and dementia to feel safer when travelling independently and help maintain independent living.

For patients requiring interpreting services the practice offers either telephone or face to face interpretation, including British Sign Language. Telephone interpreting services are provided by Language Line Solutions while face to face interpreting services are provided by Wakefield Council. These services are accessed by informing practice reception which interpreting service is required, and this information should be provided when booking the appointment, giving the practice as much

notice as possible so the appropriate arrangements can be made. Speak to Jess Wetherill if unsure at CCG.