

# **Patient Access Policy**

## **1 Introduction**

1.1 This document sets out how The Robert Street Practice ensures that all patients can access timely and appropriate clinical care.

## **2 Objectives**

2.1 Patients can 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 can manage available resources to meet demand effectively so that the best possible levels of service and access are always maintained.

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 As a patient you have the right to: -

- apply to be allocated to either practice within Milford Haven, on an allocation basis run by the practices. Personal preference will always be considered unless not stated.
- easily accessible information about your practice and how to access care via the practice leaflet and website.
- appropriate urgent care as per Service Delivery and Communication Section 2 Access Standards 2024/2025.

- 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 always treated with dignity and respect (including access to a chaperone if required).
- comment or complain if you are not satisfied with the service provided.
- 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 The Robert Street Practice operates from the following surgery premises

---

Manchester Square Health  
Centre  
Manchester Square  
Milford Haven  
Pembrokeshire  
SA73 2JW

4.2 The practice telephone number is 01646 690690

4.3 The practice website is at  
<https://www.robertstreetsurgery,gpwales.com>

4.4 Our surgery opening times are as follows: -

---

<b>Opening Times</b>	
<b>Monday</b>	08:00 – 18:00
<b>Tuesday</b>	08:00 – 18:00
<b>Wednesday</b>	08:00 – 18:00
<b>Thursday</b>	08:00 – 18:00

---

**Friday**

08:00 – 18:00

---

**Weekends/bank holidays** *closed*

4.5 Appointments can be made by contacting the surgery on 01646 690690 or for some GP appointments by booking on-line via the NHS Wales App. Some nursing appointments can be booked via email, such as flu clinics. Patients who have provided a mobile number and have consented to text messages will be sent a reminder for Face-to-Face consultations.

4.6 The practice offers on the day urgent appointments for all clinical staff plus routine appointments. For a GP that is up to 2 weeks in advance, and for a nurse up to 12 weeks in advance. Nursing appointments and HCA appointments are offered with a default start of one month hence.

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 whichever GP is on call from either Milford Haven practice. The same applies between 8am – 8.30am. Each practice alternates their week doing this with a different GP each time morning and afternoon.

## **5 Access Standards**

## 5.1 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 two 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 by posting repeat slip in the post box inside surgery or on-line via our email address ([reception.w92041@wales.nhs.uk](mailto:reception.w92041@wales.nhs.uk)) or via the NHS Wales App.

5.3.4 Prescriptions are sent to your nominated pharmacy or if none listed will be sent to the on-site Cohen's pharmacy. Patients must allow whatever

extra time the individual pharmacy requires as notice on top of the practice's 48-hour requirement. The 48 hours do not include weekends or bank holidays.

## **6 If you miss your appointment or are late**

6.1 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 5% of appointments are wasted by people who simply do not turn up.

6.2 Appointments can be cancelled by phone, by email or by responding to the text message reminder sent by the practice if the patient has consented to text messages via a mobile.

6.3 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.

6.4 Where possible, the GP or Nurse will aim to see patients who arrive late; however, you may have to wait and be seen at the end of surgery.

6.5 Members of the Reception team will advise patients when a GP or Nurse is running late, and this will either be on arrival or when the receptionist is made aware of the situation.

## **7 See the Doctor or Nurse you Prefer**

7.1 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.

7.2 Patients are not allocated to a specific GP when they register, but to a pooled list which goes under the name, Dr Pooled List, and this is the standard for Wales.

7.3 You can see ANY clinician who is available, but we cannot always guarantee you will the clinician of your choice especially for on the day appointments.

## **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 Fiona Walters via the surgery address, full address details are at 4.1 or by emailing reception.w92041@wales.nhs.uk) if you have comments or suggestions to make or alternatively you can leave this in writing in our suggestion box, via the reception desk or submit feedback via our website.

8.2 The practice is a new purpose-built premises (opened in 2012) so fully complies with all disability requirements.

8.3 We have a hearing loop available in reception.

8.4 We have Welsh signs on the reception desk promoting the fact that patients can speak to a receptionist and one of two GPs who are Welsh speakers at the practice.

8.6 For patients who require translators the practice uses Language Line. Please let members of staff know if you need an interpreter for your appointment.

Policy updated by: Fiona Walters

Date: 17.07.24

Review due: 17.07.25

Version: 1.0