**SHERWOOD HOUSE MEDICAL PRACTICE**

**Access Policy**

## Document Control

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### B. Document Details

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**Introduction**

* This document sets out how Sherwood House Medical Practice ensures that all patients are able to 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**

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’](https://www.england.nhs.uk/) standard operating procedure;

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.

**Surgery Opening Hours and Appointment Times**

Sherwood House Medical Practice operates from the following surgery premises

|  |  |  |
| --- | --- | --- |
| Sherwood House Medical Practice9 Sandon RoadBirminghamB178DP |   |   |

The practice telephone number is 0121 420 0100 (lines are open from 08:00am to 18:30pm)

Our surgery opening times are as follows:-

|  |  |
| --- | --- |
|   | **Opening Times** |
| **Monday** | 07:30 – 18:30 |
| **Tuesday** | 07:45 – 18:30 |
| **Wednesday** | 07:30 – 18:30 |
| **Thursday** | 07:45 – 18:30 |
| **Friday** | 07:45 – 18:30 |
| **Weekend** | *closed* |

* Appointments can be made by contacting the surgery on 01214200100 or by booking on-line via the NHS App. (any queries for NHS App access go to sherwood.ppg@nhs.net)
* The practice provides routine appointments as well as urgent on the day appointments.
* 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.

**Access Standards**

 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.
* The practice offers house bound patients home visits these requests are to be made via reception before 10am.

Repeat Prescriptions Standard

The practice will generate and sign all repeat prescriptions within **72 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 72 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.
* The practice will do its best to provide prescriptions in urgent circumstances but will not compromise patient safety to do so.
* Patients’ can order repeat medication by posting repeat slip in the post box inside surgery or on-line via the NHS App or Patient Access.
* The practice uses 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.

**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.
* Appointments can be cancelled online (if booked online) and via telephone.
* 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.

**See 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.
* If patients do have a preferred practitioner the reception team will aim to accommodate this where possible.
* If the preferred practitioner is not available on that day the next available appointment will be offered with them or options given for another GP.

**Improving Access for Patients**

* The practice has recently undergone a refurb. As part of this we now have automatic doors to make accessibility easier.
* The practice is always pleased to receive comments and suggestions about its services including how easy it is to access them.  Please contact the Senior Practice Coordinator (Saima Hussain using the surgery address) if you have comments or suggestions to make or alternatively you can leave a card in the suggestion box.
* The practice has a Patient Participation Group (PPG) which allows patients to voice any concerns.
* For patients who require translators or access to British Sign Language, the practice uses Wordskii.  Please let members of staff know if you need an interpreter for your appointment.