

THE ROGERSTONE PRACTICE

ACCESS STANDARDS 2023/24

These standards are set out below;

- **People** receive a prompt response to their contact with a GP practice via telephone to ensure that every patient contact is supported throughout the day. (patients will be offered an appropriate consultation or care-navigated whether urgently* or through advanced booked consistent with the patient's assessed clinical need, without the need to contact the Practice again)
- **Practices** have the appropriate telephony systems in place to support the needs of people avoiding the need to call back multiple times and will check that they are handling calls in this way.
- **People** receive bilingual information on local and emergency services when contacting a practice.
- **People** are able to access information on how to get help and advice.
- **People** receive the right care at the right time in a joined up way which is based on their needs.
- **People** can use a range of options to contact their GP practice.
- **People** are able to email a practice to request a non-urgent consultation or a call back.
- **Practices** understand the needs of people within their practice and use this information to anticipate the demand on its services.
- **All Patient facing staff** to have undertaken Care Navigation training
- **Practices** offer a same day consultation for children under 16 with acute presentations
- **Practices** to offer an appropriate mix of remote, face to face, pre-bookable and urgent on the day appointments

***Urgent** is defined as those people who are clinically triaged as requiring an on-the-day assessment are offered a same day consultation.

Pre-bookable is defined as an offer of an appointment which should routinely be within 2-3 weeks. However, it could be available up to 6 weeks in advance