
306 Medical Centre Access Policy

Introduction & Background

- A. The service specification set out in Schedule 3 Part B of our PMS Contract¹ details our contractual obligations with regards to our opening hours, appointments and patient access.
- B. To this effect, the Surgery works to ensure that usually patients are afforded the best possible access to see a GP, Salaried GP, Locum GP, Practice Nurse, CBT Therapist and Osteopath.
- C. The policy sets out the arrangements in place for 306 Medical Centre at 306 Lordship Lane, SE22 8LY.

Access Arrangements

1. Practice Opening hours:

The practice is contracted to open the practice premises between the hours of 08:00 and 18:30 Monday to Friday (excl. Public Holidays) to allow access to reception services. These hours are known as our Core Opening Hours and the practice premises are deemed as open when the front door is unlocked/open and patients can physically access the premises and have face to face contact with someone who can:

- Respond to a query
- Make appointments
- Receive pathology samples
- Provide prescriptions
- Answer the telephone

The practice is obliged to advertise these Core Opening Hours on our practice website and in the practice leaflet.

2. Extended Hours Access:

The Practice participates in the Extended Hours Access Enhanced Service. Under this arrangement the practice is contracted to provide an additional hours (dependent on list size as at 1 April each year) of appointments with either a GP or Nurse with these being outside of our Core Opening Hours so either before 08:00 or after 18:30. To facilitate the delivery of the Extended Hour Access we advertise our Main Opening Hours as follows:

Main Opening Times	Premises	Telephones
Monday	08:00 – 19:00	08:00 – 18:30
Tuesday	08:00 – 19:00	08:00 – 18:30
Wednesday	08:00 – 18:30	08:00 – 18:30
Thursday	08:00 – 18:30	08:00 – 18:30
Friday	08:00 – 18:30	08:00 – 18:30
Weekends & Public Holidays	Closed	Closed

3. Practice Closures:

The practice participates in the Protected Learning Time (PLT) Events hosted by the South Southwark Clinical Commissioning Group (CCG). These events are known as PLT and take place usually on the 3rd Thursday of every month at which time the practice may close between the hours of 13:00 and 16:30 and information made available to patients on how to access medical advice during this period.

¹ Contract of Variation relating the A Personal Medical Services Agreement between Southwark Primary Care Trust and 306 Medical Centre 2012

4. Appointments:

The practice is contracted to provide a reasonable number of appointments (3.5 appointments per weighted population²) per annum³, these appointments can be with either a General Practitioner or Nurse. The actual General Practitioner and nurse appointments are reviewed regularly in light of patient demand and list size changes. The appointments for CBT therapist, Osteopath and Health Visitor are in addition to the above count.

The routine appointment types offered during our Core Opening Hours are:

- Routine face to face consultations – these are available for patients to book usually up to one month in advance for all clinicians. Each routine GP appointment is 10 minutes long (usually one problem one appointment) and each routine nurse appointment is 15 minutes. Double appointments are available on request and patients are advised to discuss their requirements with the practice staff when booking. The practice strives to offer routine planned appointments usually within 10 working days
- A very small number of routine GP same day appointments (about 8% of weekly appointments) are made available at 8am for needs that are not urgent but cannot wait until next available routine appointment. These are limited and to avail these you may be asked questions about your condition to ascertain appropriateness and to prioritise as necessary.
- Telephone consultations – these are available on the day, for clinicians (about 15% of weekly appointments), usually at the end of surgery. Patients who are telephone managed and where the clinician feels that they would need a face to face consultation, may be offered an appointment at the Extended Primary Care Service (EPCS), a locality service run by the local GP Federation of practices, of which 306 Medical Centre is a member.

In accordance with the terms set out in our contract all our routine appointments are bookable and a choice of booking options includes, online booking (85% of weekly appointments available for online booking), in person or by telephone.

5. Urgent care:

In addition to the standard appointment system the practice is required to have an access policy in place that sets out the system to manage the urgent needs of our practice population, referred to in the contract as a 'same day access policy'. The same day access policy should ensure that patients who contact the practice or attend in person, stating their condition is an emergency are appropriately clinically assessed either through:

- A telephone consultation
- A home visit (usually for patients with severe mobility issues)
- An appointment

The appointment system at the 306 Medical Centre has built in capacity for urgent appointments (4% of total weekly appointments) for the permanent doctor to either see at the practice or assess on telephone, any urgent patient needs on each working day. Usually when an urgent appointment is offered, the patient may be required to wait as appropriately prioritised by the GP and choice may not be given consideration in such situations considered urgent.

This service covers our Core Opening Hours (08:00 – 18:30). During this time the doctor will be responsible for:

- Clinical assessment of all request for home visits
- Clinical assessment of all requests for same day telephone advice

² Weighted population is calculated on the registered list and factors include rurality, market forces and nursing homes

³ Based on weighted population as of 1st April 2016

- Clinical management of all repeat prescriptions and associated queries
- Provide clinical support to the practice nursing team
- Be available to liaise with external organisations such as hospitals, district nurses, pharmacies and social services.

The system enables all Home Visits to be clinically assessed, for patients to receive a call back from the doctor to a number of their choice or to be invited in to see the doctor, as appropriate.

Both the urgent care access and the same day appointment system are in place to manage the urgent needs of the practice population. The available appointments are determined by regular demand audits. These require a degree of control and practice staff will therefore establish the need of the patient and book the patient accordingly in the most appropriate appointment. This allows effective and efficient balancing of the same day needs. Children under 10 are usually prioritised to be seen or telephone managed on the same day.

We do not routinely offer a walk in service however patients presenting at the front desk will be managed in the same way.

6. Practice Based Osteopath, & any other therapists:

These appointments are all made via internal referrals following a GP appointment where the patient will be reviewed by a GP who will then authorise a referral as appropriate. The CBT therapist and Osteopath, after initial appointment will decide on the number of follow-up appointments according to the treatment plan.

7. Contract Monitoring:

The practice is required to submit quarterly information on Extended Hours Access and, should it be requested, be able to demonstrate that sufficient same day appointments are available.

Date: April 2018

Review: April 2020