



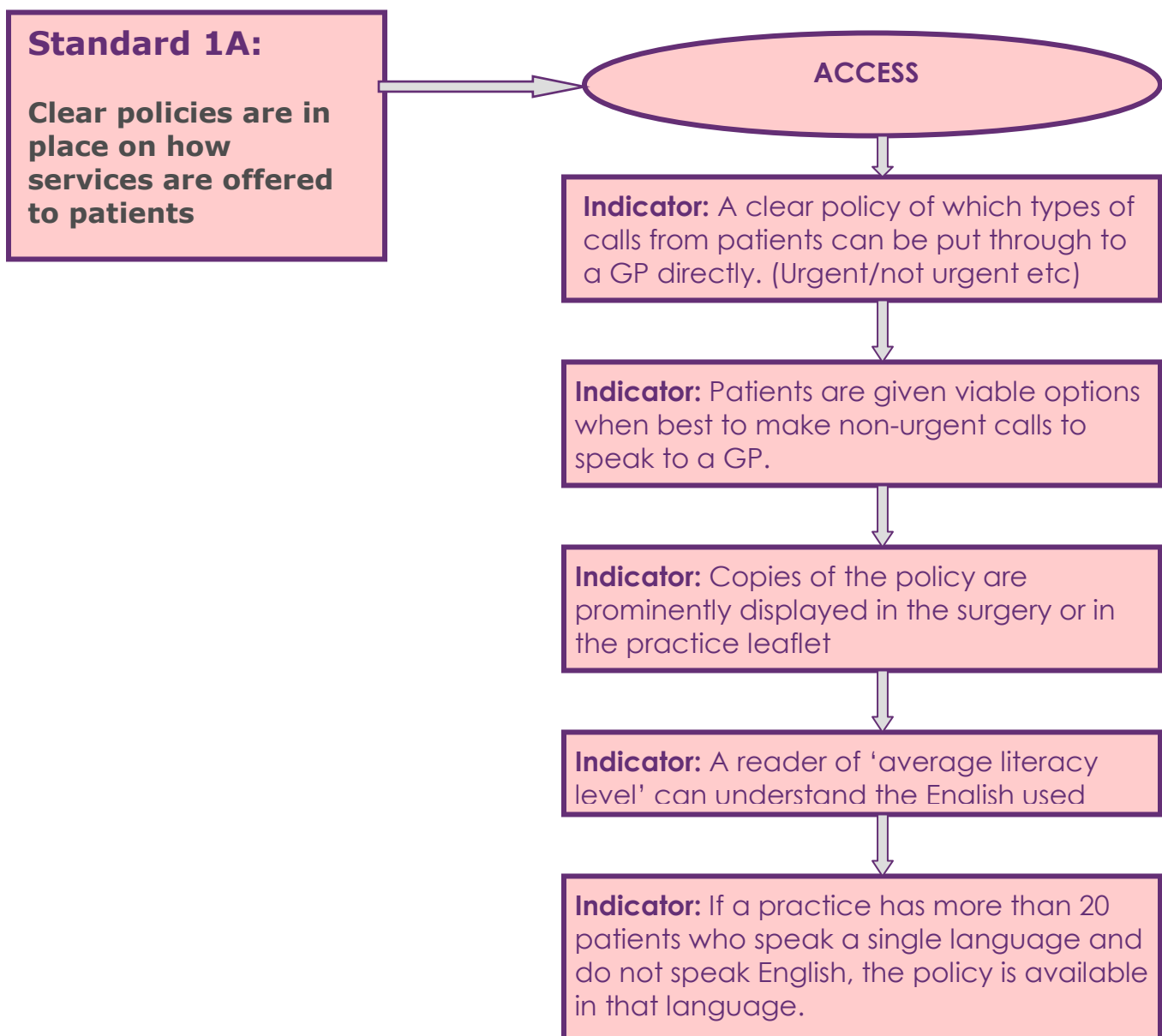
## PATIENT CENTRED STANDARDS FOR PRIMARY CARE NW LONDON PATIENTS PARLIAMENT - Draft for Discussion

### THE OVERALL PURPOSE of these Standards is:

To ensure that GP practices provide a patient-centred service

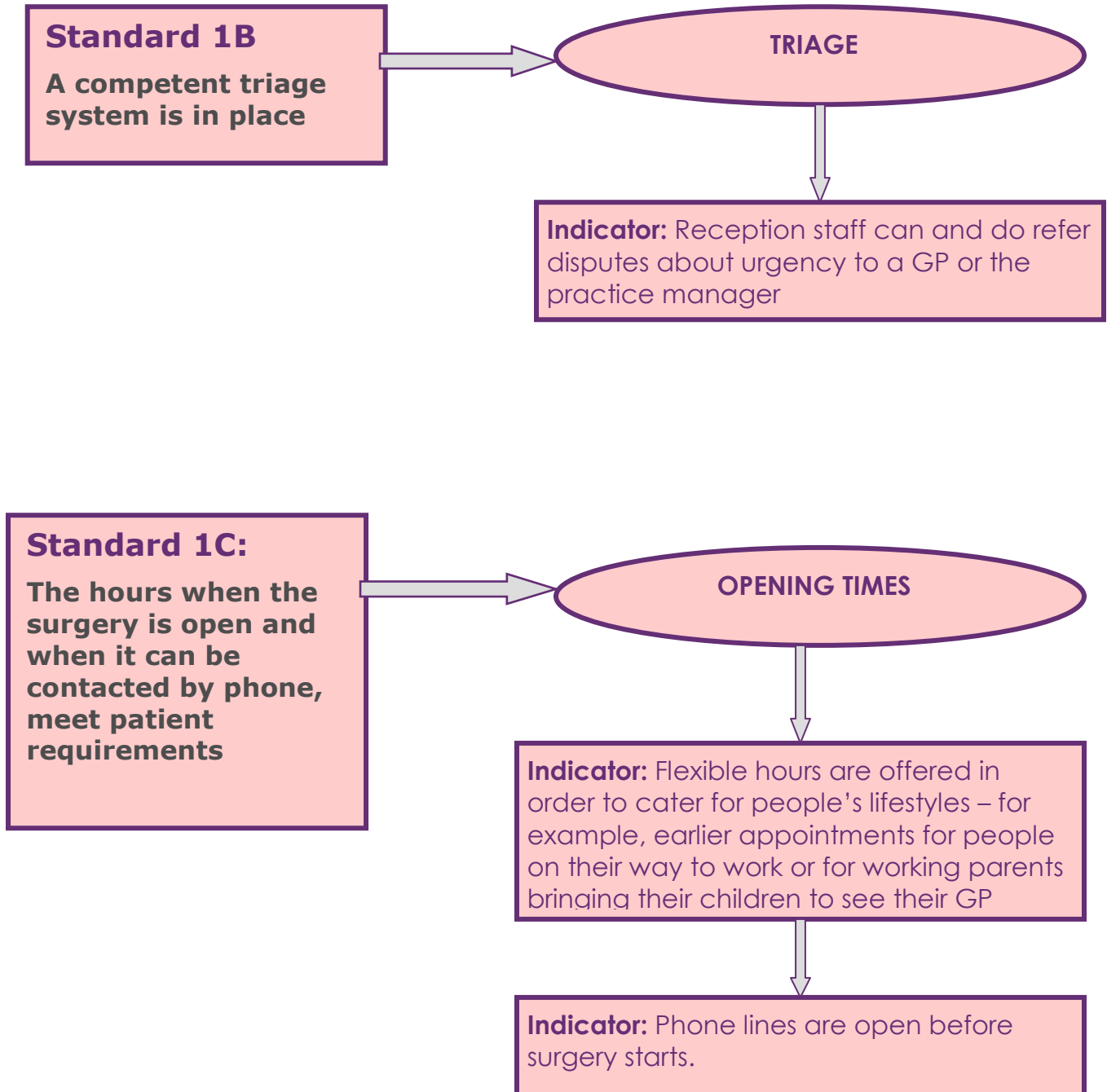
These standards have been developed from issues raised by members of the North West London Patients' Parliament, and include additional comments from PCTs who were asked for their feedback on the standards. They have been developed to address concerns that patients receive the best possible service from their GP Practice.

### 1. SERVICES MUST BE ACCESSIBLE TO PATIENTS





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## Making Appointments

### Standard 1D:

Patients can use any reasonable method of making appointments

### MAKING APPOINTMENTS

**Indicator:** Flexible ways of making appointments are offered to patients, including the use of email, fax, text, phone and surgery visit

**Indicator:** The practice replies to requests by fax, text, post or e-mail during the opening hours in which the message is received and using the same method unless the patient indicates otherwise.

### Standard 1E:

Future appointments are available to patients to match their needs

### FUTURE APPOINTMENTS

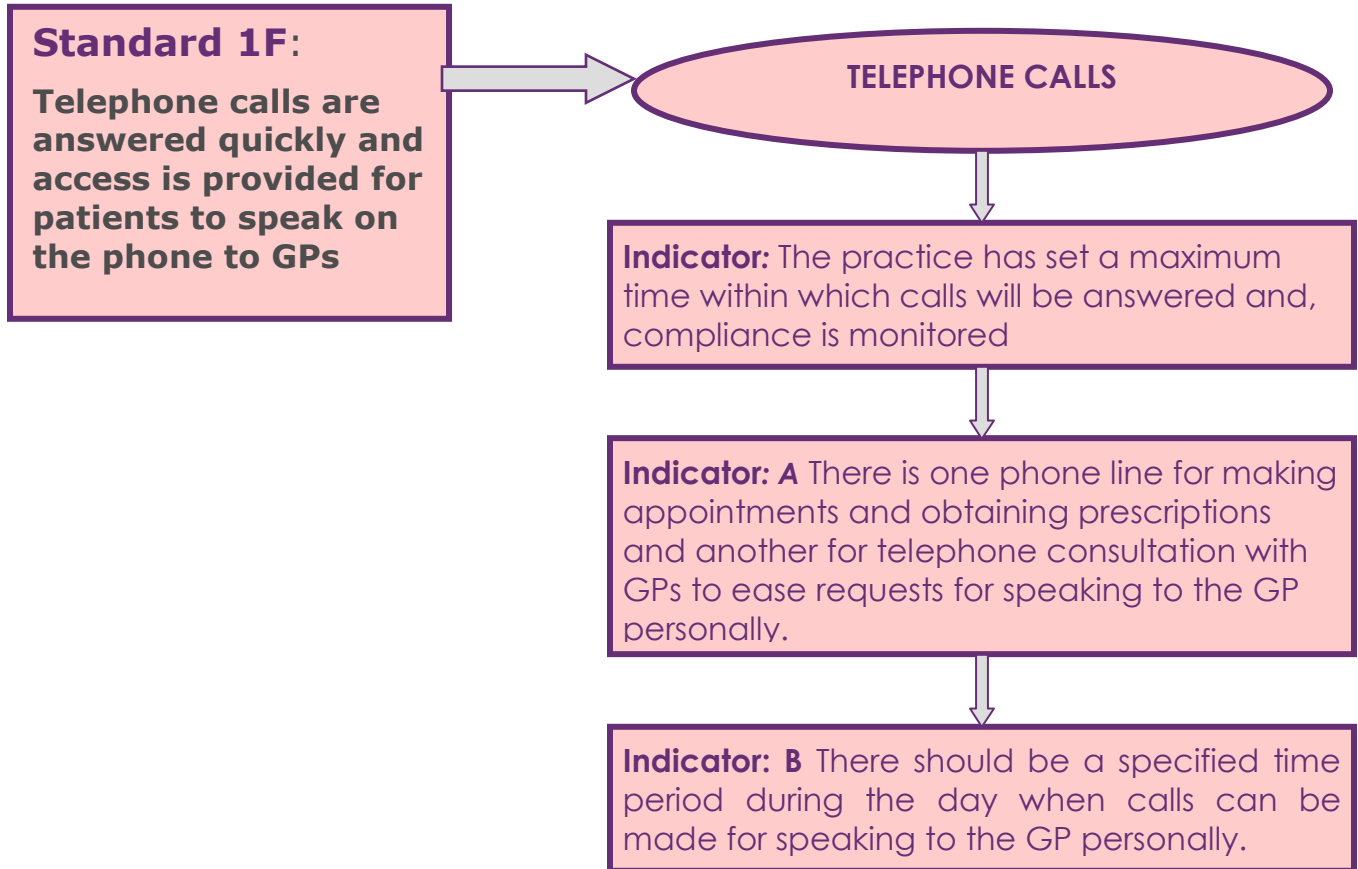
**Indicator:** Patients can make appointments up to six months in advance

**Indicator:** Future appointments are offered (as per Dept of Health Guidelines) to match the needs of patients who have to make arrangements around attending an appointment, e.g. giving advanced notice to their employer of taking time off work

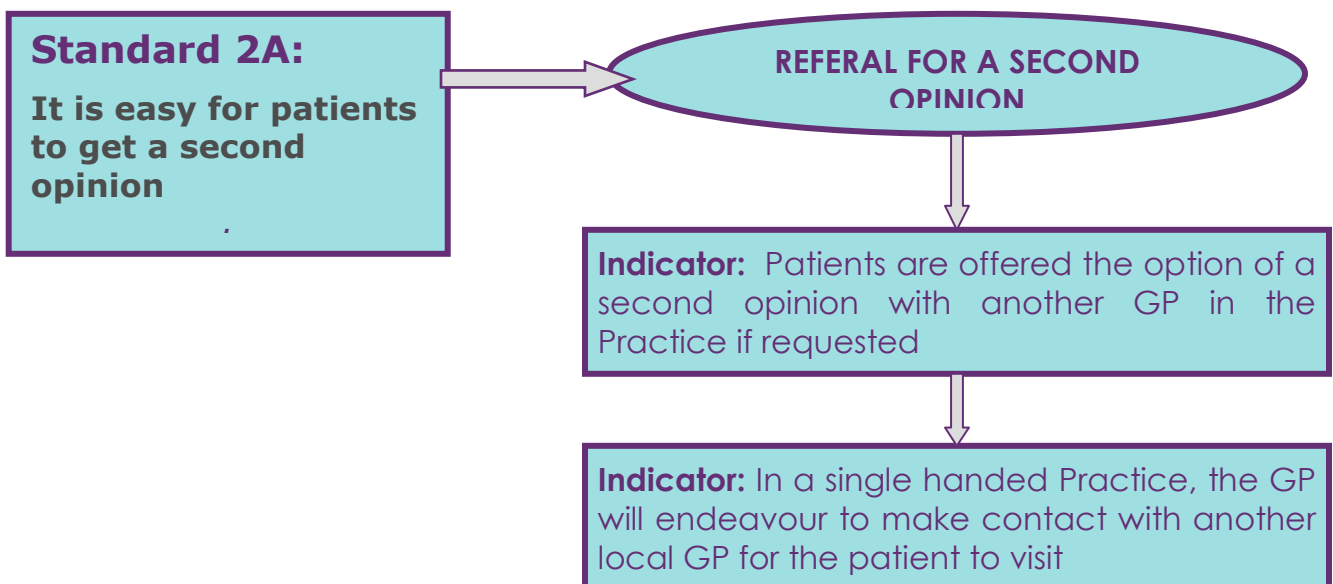
**Indicator:** Except in emergency, GPs' absences from the practice are known to receptionists



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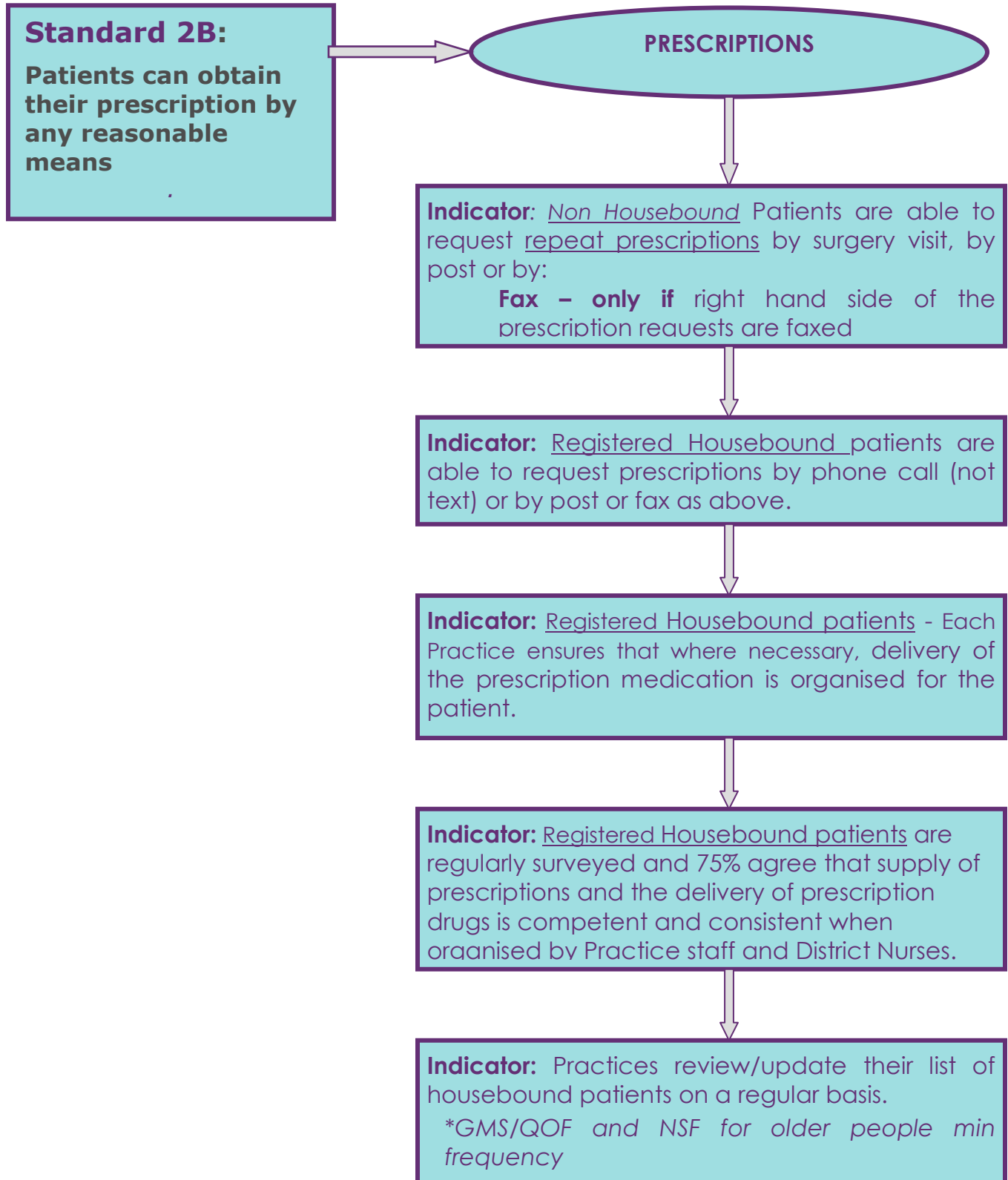


**2. GP PRACTICE SERVICES MUST BE FLEXIBLE (ACROSS THE RANGE OF SERVICES PROVIDED BY THE SURGERY)**



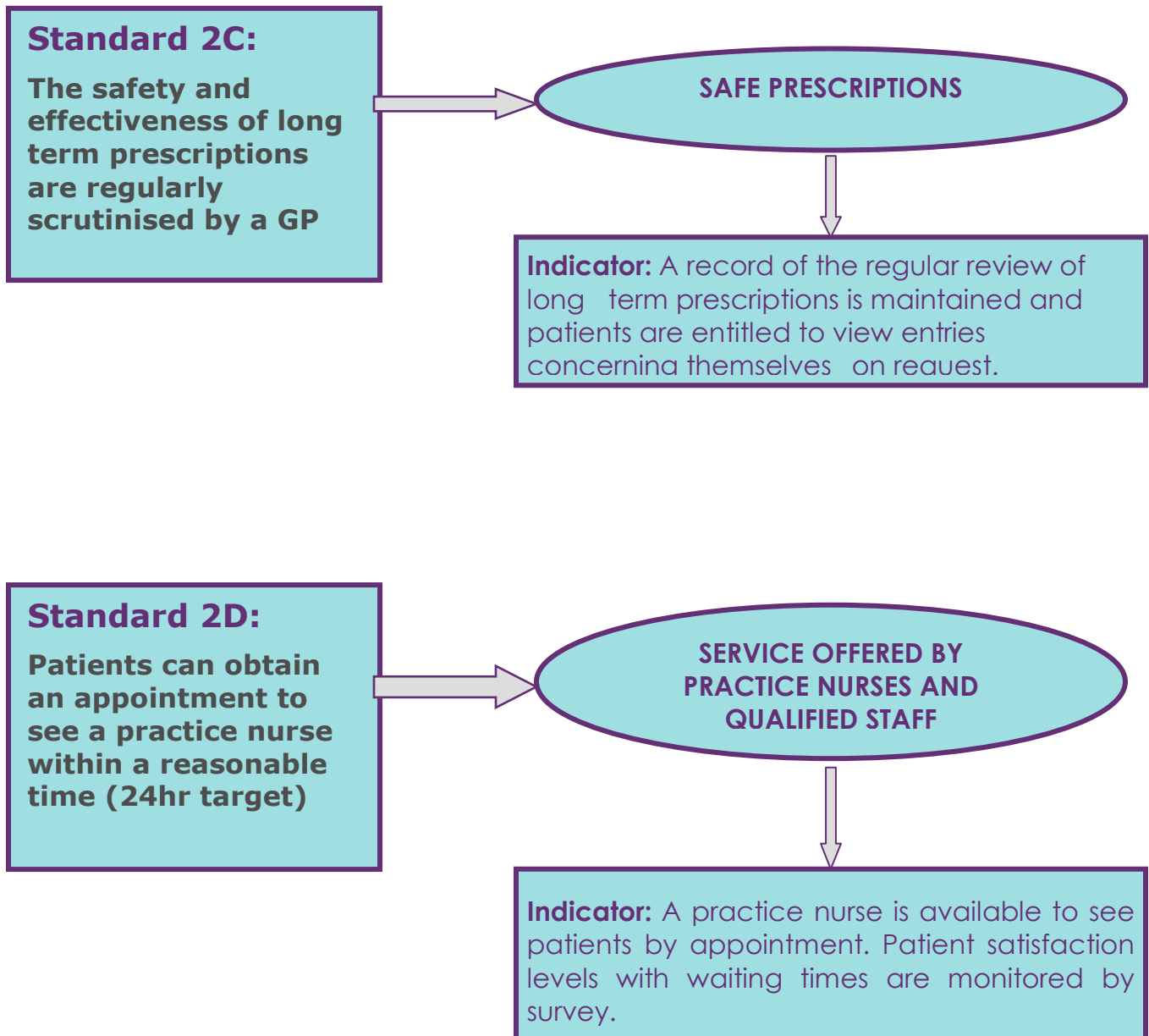


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### 3. STAFF MUST BE COMPETENT AND COURTEOUS

#### Standard 3A:

Reception staff are fully trained and are welcoming, courteous and efficient in all their dealings with patients

#### COMPETENT AND COURTEOUS STAFF

**Indicator:** Reception staff have all successfully completed an appropriate training course e.g. customer care training.\*

**Indicator:** Reception staff wear name badges

**Indicator:** Reception staff regularly attend appraisal sessions to discuss feedback from patients.\*

**Indicator:** The practice should consider employing reception staff across the full age range.

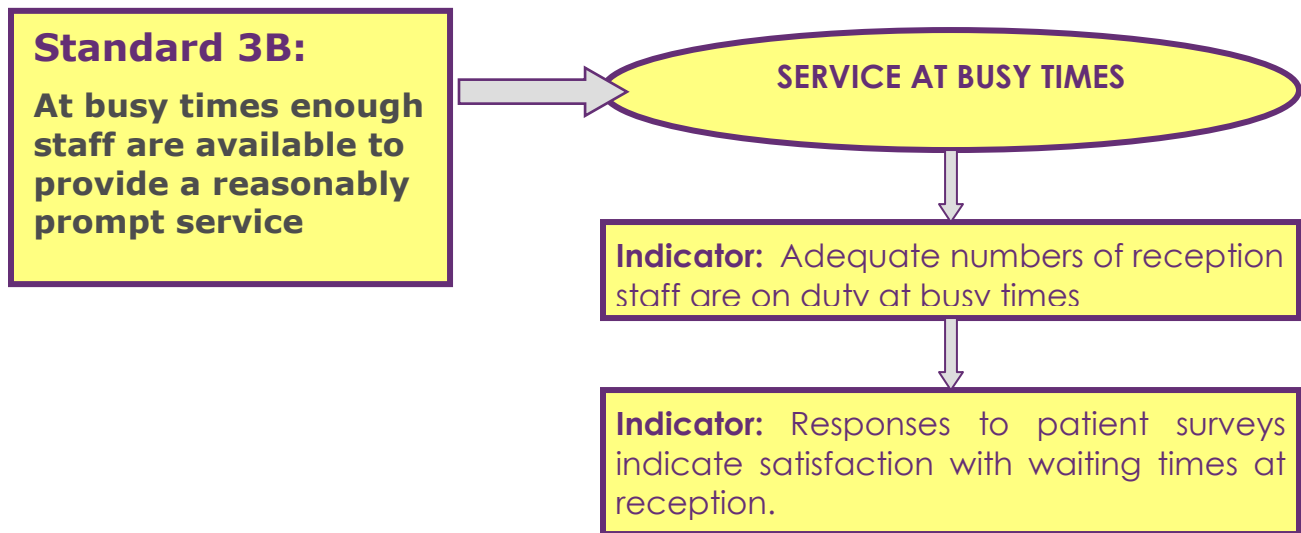
**Indicator:** The recruitment process is reviewed regularly and patient involvement in recruitment considered as an option.

**Indicator:** The Practice Manager is accessible to patients

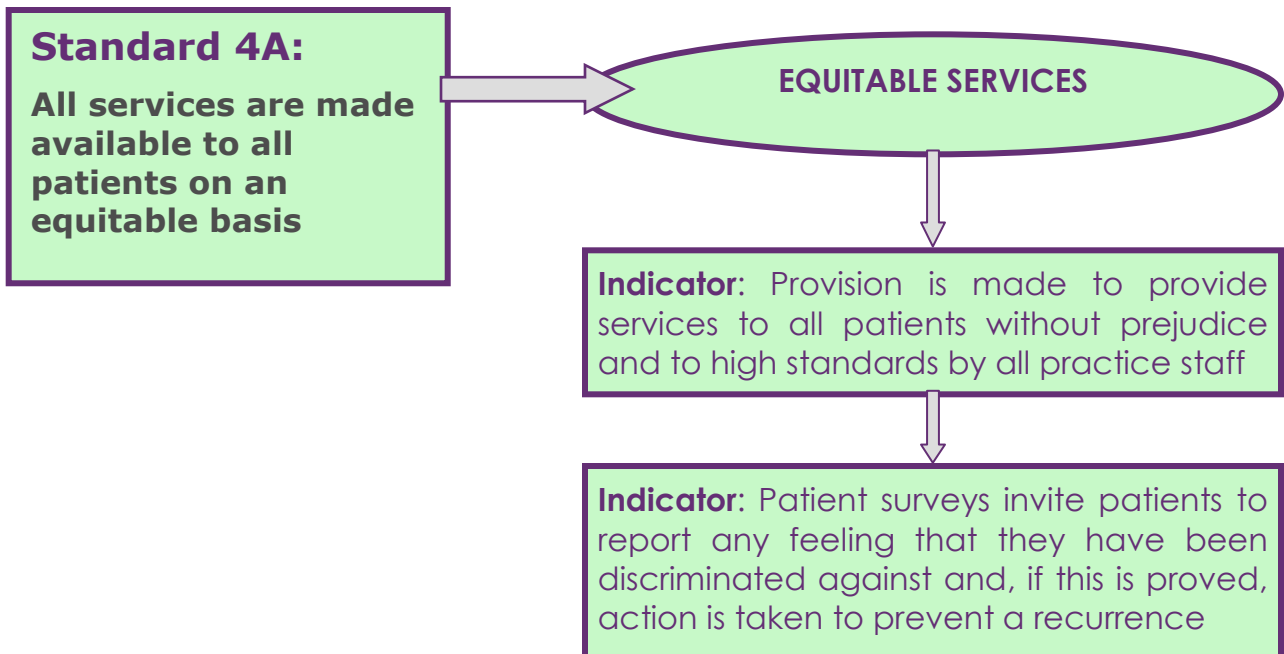
**Indicator:** Retraining of staff takes place if their attitude proves to be unacceptable



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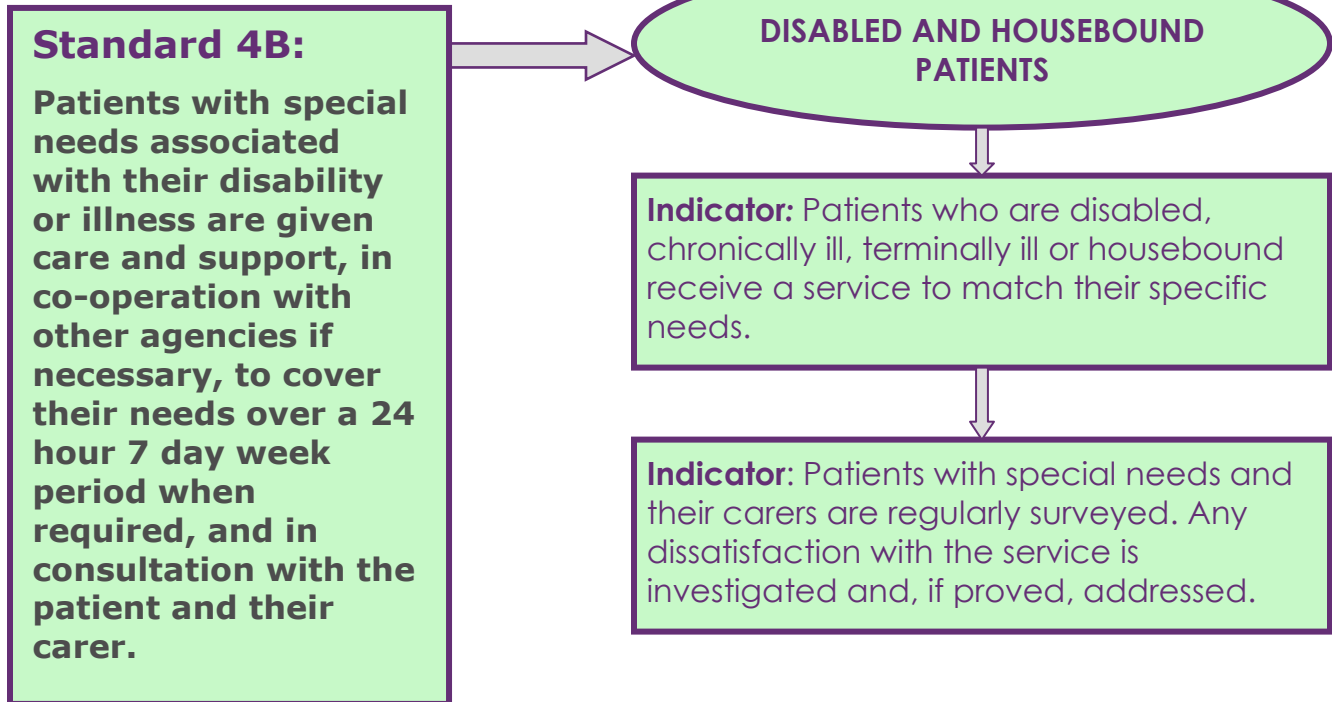
**4. SERVICES MUST BE PROVIDED IN AN EQUITABLE MANNER**



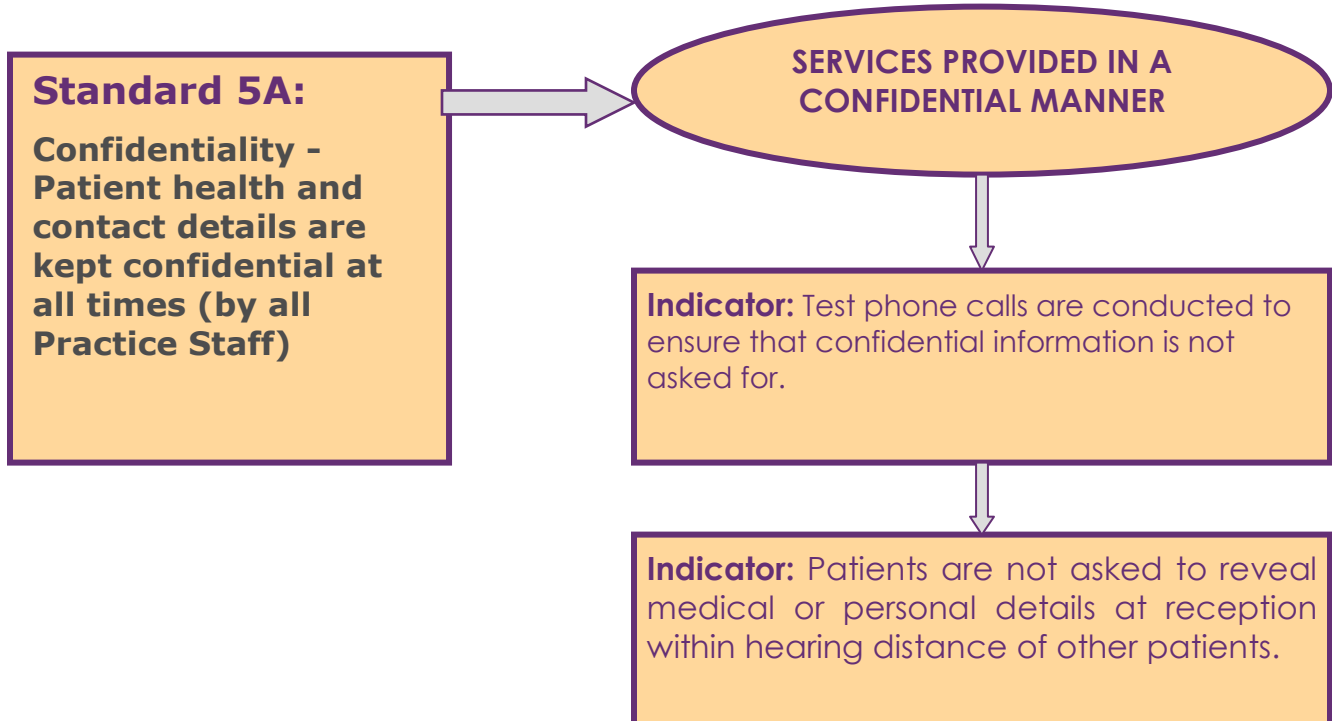




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## 5. CONFIDENTIALITY





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**6. PATIENTS ARE PROVIDED with clean, welcoming, comfortably furnished and adequately heated and ventilated surgery facilities**

**Standard 6A:**

There are clear policies on furnishing and upkeep of Premises

FURNISHING AND UPKEEP

**Indicator:** Surveys indicate satisfaction with the condition of rooms and spaces used by patients.

**Standard 6B:**

Clean, well-appointed toilet and washing facilities are seen as an essential service for patients

CLEAN TOILETS & BABY CHANGING FACILITIES

**Standard 6C:**

Clear guidance is in place for these services including baby-changing facilities

**Indicator:** Regular patient surveys indicate satisfaction with these facilities



## 7. PATIENTS ARE ADEQUATELY SURVEYED

### Standard 7A:

GPs conduct such patient surveys as are needed to indicate successful fulfilment of this set of standards

### PATIENT SURVEYS

#### Indicator: Patient surveys cover:

- Attitudes to hours of opening and telephone availability\*
- Patients' wish for second opinions and whether GPs offered them \*
- Housebound patients' comments on prescription delivery
- Patients' experience of waiting times for practice nurse appointments and for service from receptionists \*
- Patients' experience of receptionists' attitude \*
- Patients with special needs' experience of the practice's services
- Patients' experience of comfort and surroundings in surgery and waiting rooms\*
- Patients' experience of cleanliness of toilet facilities and nappy-changing arrangements

Items marked by \* Covered to some degree in the QUOF review/annual patient surveys



## SUPPLEMENTARY STANDARDS

### 8. OFF DUTY COVER

#### Standard 8A:

Patients have confidence in the out-of-surgery hours cover which is provided



#### OFF DUTY COVER

**Indicator:** A recorded message tells patients what number to ring out of hours

**Indicator:** A & E attendances by patients registered with the practice are no higher than the local average

**Indicator:** Patients views of the competency and attitude of the doctors on cover is recorded in the regular patient surveys run by the surgery



## 9. COMPLAINTS PROCEDURES

### Standard 9A:

The complaints procedure is readily accessible both in the surgery and to patients requiring home visits

### COMPLAINTS PROCEDURES

**Indicator:** A description of the complaints procedure, including details of the local PALS, is displayed in large type in the surgery and is also available as a leaflet

**Indicator:** Patients requiring home visits who say they are dissatisfied with their treatment, have used or know how to use the complaints procedures

### Standard 9B:

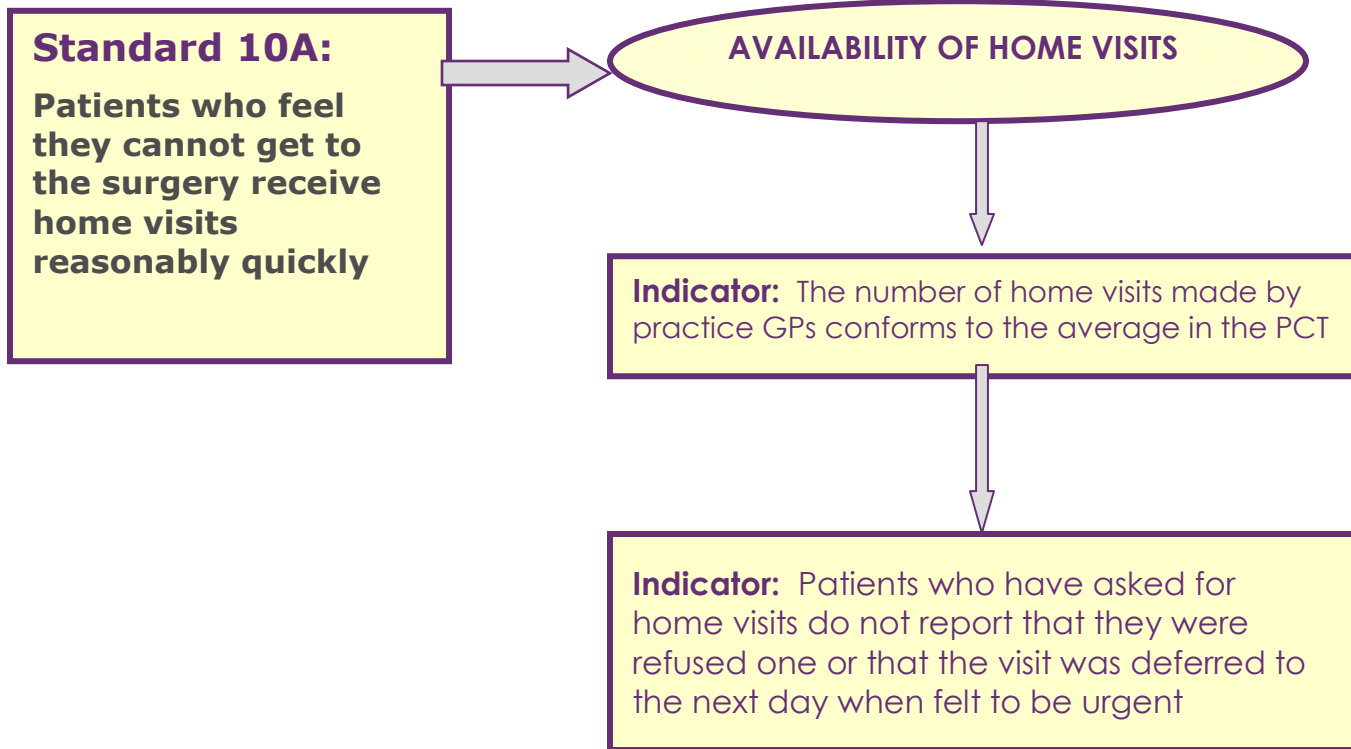
Patients do not fear that their future care will suffer if they make a complaint

### EFFECTS OF COMPLAINTS ON PATIENT CARE

**Indicator:** Patients who have used the procedure including patients who have transferred to other practices do not feel that their treatment suffered as a result of making the complaint



## 10. AVAILABILITY OF HOME VISITS



### **GUIDELINES FOR IMPLEMENTING THIS SET OF STANDARDS:**

**It is understood that** the costs of access to GP services must be balanced to the costs of providing such services.

**It is understood that** Patients have an Obligation to turn up for appointments and if unable to do so, should notify the surgery.

**The Patients Parliament supports the Good Medical Practice(GMP) guidance for doctors and notes that the following standards are covered in by the GMP Guidance:**

- Off Duty Cover, Attitude of GP (covered under Para's 39-40 of GMP)
- Complaints Procedures (covered in Para's 19,29)

Items marked by \* are covered to some degree in the QOF review/annual patient surveys