

Access and availability checklist

from The MDU - Risk assessment for revalidation - part one

Do you audit the appointments system to assess the availability of appointments?

Yes
No

Do you give written information to patients, e.g. via the practice leaflet, about how they can contact a doctor or nurse, and the appointment and visit system?

Yes
No

Do you have an appointments system which is based on the assessed needs of your particular practice population?

Yes
No

Does this allow for a proper proportion of “urgent extras”?

Yes
No

Do you have agreed ideal maximum waiting times for patients to see the doctor or the nurse?

Yes
No

Do you offer the patients alternative appointments if the surgery is delayed?

Yes
No

Do you notify patients if appointments are running behind schedule?

Yes
No

Do you make additional appointment time available for examinations which take more time, e.g. insurance medicals, insertion of intrauterine contraceptive devices?

Yes
No

Have you a nominated receptionist to plan and update the appointment diary?

Yes
No

Do you notify the nominated receptionist of absences or leave for the medical staff?

Yes
No

Do you have a system which allows patients to see their preferred doctor, wherever possible, within a reasonable timescale?

Yes
No

Do you have a practice nurse appointment system in place?

Yes
No

Is there a system for recording messages, such as a message book?

Yes
No

Do you record the date, time, name, address and telephone number of the caller and summary of the problem?

Yes
No

Does the person recording the message initial it?

Yes
No

Is there a system for returning patient calls by a doctor or a nurse and is such a system explained to patients?

Yes
No

Is there a system for distinguishing and managing requests for emergency, urgent and routine appointments and visits?

Yes
No

Do you have a programme to ensure adequate training of staff who will be dealing with these requests?

Yes
No

Are the receptionists given clear written instructions on how to contact the doctor who would deal with an urgent visit?

Yes
No

Is there a rota available to indicate which GP is the duty doctor?

Yes
No

Is there a book for recording requests for visits?

Yes
No

Do you keep a record of the time of call, patient's name, address, telephone number and brief summary of the problem?

Yes
No

Does the person initial the entry?

Yes
No

Is there suitable access for disabled patients, providing:

- easy access for wheelchairs
- disabled car parking spaces
- handrails where appropriate
- toilets adapted for wheelchair users and patients with walking disabilities?

Yes
No

Does the waiting room have enough seating for patients during busy surgery times?

Yes
No