

Access Standards Unified 24/25 Services (Formerly Phase 1)

Question

- 1 Does the Practice have a telephone system with a recording function for incoming and outgoing lines, that stack calls and allows for the analysis of call data?
- 2 Does the Practice have a telephone introduction message recorded bilingually in Welsh and English that in total lasts no longer than 2 minutes?
- 3 Does the Practice ensure that patients and care homes can order repeatable prescriptions digitally?
- 4 Does the Practice, for the duration of core hours, ensure that patients can digitally request a non-urgent appointment or a call back, and that the necessary governance arrangements are in place for this process?
- 5 Does the Practice publicise information via the Practice's online resource on:
 - i. the access requirements specified in these Phase 1 questions, and
 - ii. how patients can access:
 - a. the contractor's services, and
 - b. request an urgent, routine and advanced consultation?
- 6 Does the Practice offer a same day consultation for:
 - i. children under 16 with acute presentations, and
 - ii. patients clinically triaged as requiring an urgent assessment?
- 7 Does the Practice offer pre-bookable appointments to take place during core hours?
- 8 Does the Practice actively signpost patients to appropriate services:
 - i. available from the members of the contractor's cluster,
 - ii. provided or commissioned by the Local Health Board, or
 - iii. available locally or nationally?