

**EAST KENT HOSPITALS UNIVERSITY NHS FOUNDATION TRUST**

REPORT TO: **BOARD OF DIRECTORS – 29 AUGUST 2014**

SUBJECT: **ANNUAL REVIEW OF THE PATIENT ACCESS POLICY**

REPORT FROM: **CHIEF NURSE AND DIRECTOR OF QUALITY AND OPERATIONS**

PURPOSE: **Information / Decision / Discussion**

**CONTEXT / REVIEW HISTORY / STAKEHOLDER ENGAGEMENT**

This is the revised Patient Access Policy for 2014. The policy is reviewed and presented for ratification annually.

The policy was last presented to the Board on 30<sup>th</sup> August 2013 and ratified. The document was fully reviewed and stakeholders engaged for the 2013 version.

As there have been no changes to the national guidance or local agreements on which the policy is based, there are no changes to the fundamental purpose of, or processes detailed, in the 2014 to the 2013 version. Therefore, stakeholders have not been engaged with the version presented today.

**SUMMARY:**

There are four minor amendments between versions:

- Page 4. Section 1 Introduction  
Inclusion of Our Values

- Page 7. Section 4.1.1 Manual referrals  
~~Referrals will be triaged within two working days of being uploaded to Win DIP.~~

Has been replaced with:

Manual referrals will be clinically triaged within two working days of registration. Referrals that are not triaged within two working days will be escalated to the appropriate Division to be expedited

Confirmation of current working practice.

- Page 9. Section 4.3.2 Manual referrals  
~~From five days of receipt of referral, routine manually referred patients will be contacted by telephone and offered a choice of three appointment dates with a minimum of 1 week's notice~~

Has been replaced with:

Booking of all routine manually referred patients will be attempted within eight working days of the referral being received by the Trust. Patient will be contacted by telephone and offered a choice of three appointment dates with a minimum of 1 weeks' notice

This is in line with the early recommendations of the Patient Administration Review

New paragraph:

Referrals that cannot be booked to the local milestone will be escalated to the appropriate Division for resolution

Confirmation of current working practice.

**IMPACT ON TRUST'S STRATEGIC OBJECTIVES:**

Assist with the achievement of 18 weeks through improved pathway administration.

**FINANCIAL IMPLICATIONS:**

There will be minor financial benefits by discharging patients with repeated cancellation of, or failures to attend, previously agreed appointments.

**LEGAL IMPLICATIONS / IMPACT ON THE PUBLIC SECTOR EQUALITY DUTY:**

NHS constitution and the patients right to treatment within 18 weeks of referral

The Public Sector Equality Duty is relevant to this policy. An Equality and Human Rights Impact Analysis has been completed and included. The General Principles states:

"The Trust will make every practicable effort to meet the needs of those accessing its services based on their individual requirements by acting in accordance with the general and specific duties imposed on public bodies by The Equality Act 2010, with the "goods, facilities and services provisions" of The Equality Act 2010, and, where appropriate, having due regard to the associated codes of practice."

**PROFESSIONAL ADVICE TAKEN ON ANY NOVEL OR CONTENTIOUS ISSUES**

None

**BOARD ACTION REQUIRED:**

(a) to consider the recommendations and either support, reject or modify

**CONSEQUENCES OF NOT TAKING ACTION:**