

# Strawberry Place Surgery

5 Strawberry Place, Morriston, Swansea SA6 7AQ

## **ACCESS STANDARDS 2019**

A new set of standards were announced by the Minister of Health and Social Services in March 2019 that are aimed to raise and improve level of service for patients in Wales from their GP Practices.

These standards are:

- Our patients will receive a prompt response when contacting our practice via the telephone.
- Our Practice has the appropriate telephony systems in place to support our patient needs, avoiding the need to call back multiple times and we will check that all calls will be handled this way. All calls received are reported daily in order for us to assess the demand and waiting times.
- Patients have the option to listen to our telephone message in both Welsh and English.
- Patients can use a range of options to contact the surgery and to make an appointment i.e. Telephone, e-mail or post.
- Patients can request a non-urgent consultation or a call back – email to the following address. Please note that requests will be dealt with within 24 hour of the request (excluding weekends):  
[Support.W98044@wales.nhs.uk](mailto:Support.W98044@wales.nhs.uk)
- Patients are able to access information on how to get help and advice
- Patients are able to receive the right care at the right time in a joined up way based on their needs and the practice understands the needs of our patients and we use this information to anticipate the demand of our services

Patients are now offered a Video Consultation following a telephone triage call in order to assess patients remotely

As a practice we welcome feedback from patients regarding our Access and other Services. We have recently undertaken patient questionnaires/feedback, the results of which are available on request.