

# Patient Access Policy



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## 1. Introduction

This document sets out the overall expectations of ID Medical and local commissioners on the management of referrals and waiting times. It sets out the responsibilities for staff. In England, under the NHS Constitution, patients 'have the right to access certain services commissioned by NHS bodies within maximum waiting times, or for the NHS to take all reasonable steps to offer a range of suitable alternative providers if this is not possible'.

## 2. 18 Weeks Referral to Treatment Waiting times and locally agreed (RTT)

ID Medical is committed to providing timely access to services and treatment for all patients that are referred into the service. The NHS Constitution gives patients the right to access services within maximum waiting times, or for the NHS to take all reasonable steps to offer you a range of suitable alternative providers if this is not possible. The company has developed a patient access policy to ensure that you are aware of your rights and responsibilities when you are referred to ID Medical. The maximum waiting times are described in the Handbook to the NHS Constitution and also locally agreed with the Commissioner.

## 3. Patient and GP Responsibilities

Everyone has a part to play to ensure that your care is managed appropriately when you are referred to the hospital for treatment. The GP must establish whether you are fit and available to attend appointments. The GP should also inform you that you should be prepared to be seen and treated within 18 weeks (for routine, non-urgent conditions). The GP will also discuss the choice of options available to you. You need to inform the hospital or GP if treatment and/or appointments are no longer required. You should attend agreed appointments and give sufficient notice in the event you need to change the agreed date or time. The GP should also explain to you that should you fail to keep appointments you may be discharged by the hospital back to the care of your GP if a clinician feels it is appropriate.

ID Medical will always take particular care to ensure cancer patients, vulnerable adults and children are appropriately managed if they do not attend appointments.

## 4. My referral

You may be referred by your GP, Dentist or other health professional by either the E-Referral Service (formerly Choose and Book). Your GP should have explained that you will need to be ready and available to attend appointments within 18 weeks for a routine appointment. If you have commitments or holidays booked that means you will not be available, please discuss with your GP who may decide to delay the referral until you are available. Clinicians and staff are supported to participate in local investigations and management of incidents relating to infectious diseases and alerts to enable clinical teams to prevent further incidents through learning and improvement.

## 5. What happens when the service receives my referral?

Your 18 week waiting time begins from the date the service receives your referral letter into a consultant led service. This is where a consultant will take overall clinical responsibility for the

service, team or treatment. The referral will then be checked by a doctor to ensure you have been referred to the right doctor or service.

## 6. My 18-Week “clock”

The service uses a ‘clock’ to monitor your pathway from referral to treatment. The ‘clock’ starts when the organisation receives your referral and will continue to ‘tick’ until you have received treatment for the condition for which you have been referred. Treatment can include advice, prescriptions, physiotherapy or surgery and will also stop your clock if no treatment is required for your condition.

## 7. Are any services exempt from the 18 Week Waiting time?

- Maternity Services
- Non-Consultant Led Services i.e. Nurse led clinics or physiotherapy
- Planned Admissions
- Emergency Services
- Diagnostics Only (direct access)

## 8. How will the service provider make my appointment?

Where possible, you will be offered a choice of appointment dates via the NHS E-Referral Service, NHS App, or direct communication (letter, email, or SMS). Your GP may book your appointment through the E-Referral Service or NHS App, ensuring secure handling of your data in compliance with GDPR. You will receive confirmation of your appointment via your preferred communication method. If you need to change an appointment, it will not affect your 18-week waiting time. If you are unable to agree on a date within 18 weeks, we may refer you back to your GP until you are available.

### 8.1 What if the ID Medical cancels my appointment?

ID Medical is committed to minimizing cancellations and will explore all options before cancelling your appointment. If an appointment or operation is cancelled for non-clinical reasons (e.g., staff unavailability), our referral team will prioritize you for a new appointment within 5 days, aiming for treatment within 28 days. Your 18-week clock continues to tick.

### 8.2 What happens if I do not attend my agreed appointment?

Although the vast majority of patients attend all of their appointments, unfortunately, some patients do not which can cause delays for you and other patients as well as wasting valuable NHS appointments.

If you miss your first appointment and don't let us know in advance, the clinician will decide whether it is appropriate to refer you back to your GP. The GP may refer you back to us again if and when appropriate. If the consultant decides to offer you a further appointment your 18 Week clock will be set to zero from the date you are contacted and agree your next appointment.

The ID Medical will never routinely discharge children, vulnerable adults or cancer patients if they do not attend an appointment

## 9. My first outpatient appointment

When you attend your first appointment your consultant will discuss with you what the best treatment options are for your condition, the most common of these are:

- The consultant informs you that you do not require hospital treatment for your symptoms at this time and will refer you back to your GP. – stops your 18 week clock
- The consultant refers you for some diagnostic tests – your 18 week clock will continue
- The consultant/specialist nurse carries out a treatment in the clinic – stops your 18 week clock
- If your condition does not require treatment or surgery and but you are given a prescription or advice for your condition – stops your 18 week clock
- If your condition requires surgery your 18 week clock will start or continue when the consultant adds you to their surgical waiting list – your 18 week clock will stop on the day you are admitted for surgery.

There are times where it may not be appropriate for you to receive treatment within 18 weeks. This may be because as a patient you:

- Need several tests completed in sequence
- May not be medically fit enough to receive treatment within 18 weeks
- Choose to wait longer than 18 weeks
- Your clinician may need to monitor your condition before they can make a decision on the most appropriate treatment

It may sometimes be more clinically appropriate to monitor your condition rather than actively treating you. In this case your 18 week clock will stop. The clinician may decide in the future to offer you treatment for your condition and a new 18 week clock would start from the day the new decision to treat was made.

When you are presented with the treatment options you may also request time to consider the options or discuss the treatment plan with your family. This would be considered a patient initiated period of active monitoring and would stop your 18 week clock. You should discuss with your consultant the length of time you require to consider your treatment options and the clinician will advise you whether it is clinically safe to do so. A new 18 week clock will start when you inform us you are happy to have the suggested treatment.

## 10. Diagnostics tests/treatments

When you are referred for a diagnostic test or treatment, you will wait no longer than 6 weeks for your appointment. You will either be given a follow up appointment with your consultant as soon as you know the date of your test or you will be asked to telephone the department to make an appointment as soon as you are given the date for your test.

## 11. My follow up appointments

Please attend your follow up appointments as the clinician will have your test results available and will be able to discuss the results of your tests and the plans for your treatment. If your symptoms improve and you do not feel you need to attend your follow up appointment, please inform the ID Medical teams so that your appointment is not wasted. The service will then close this treatment episode for you so that your records are kept up to date.

## 12. My Pre Assessment Appointment

Some patients that are added to a waiting list for surgery will be offered a pre assessment appointment. This appointment is to check that you are suitably fit for the surgery you are about to have. When you attend this appointment the clinician will decide if you are fit for surgery.

- If you are declared as 'fit' the admissions team will be informed and they will contact you to agree your surgery date and your 18 week clock continues to 'tick'.
- If you are declared as 'unfit' for example; you may be informed that you need a short course of antibiotics or treatment for high blood pressure before your surgery can go ahead, this may be managed by your GP who will inform the admissions department when you are 'fit' for surgery. Your 18 week clock will continue to tick.
- If a more serious condition is discovered which will need treatment prior to surgery going ahead, you will be removed from the waiting list and reviewed in clinic until you are fit and available for surgery. Your condition may require you to be discharged back to your GP and they will inform the admissions team when you have been declared as fit for surgery, you will then be added to the waiting list. Your 18 week clock will stop and will start again when you are added back to the waiting list.

## 13. Offering an Admission Date

If you do require surgery, we will make you "reasonable offers" for your admission date. By reasonable we mean that the first offer date will give more than three weeks' notice and offer two different dates.

Patients who have been given treatment options but choose to delay their operation may potentially be putting themselves at risk of harm or compromising the outcome of their treatment. If you choose to delay your treatment for an extended period of time then your notes will be reviewed to ensure it is clinically appropriate to do so. The clinician may also decide to that it is more appropriate to discharge you back to your GP until you are ready for treatment.

## 14. Attending my Surgery Appointment

You must ensure you have followed all of the instructions given to you prior to your surgery. These could include fasting instructions, where to attend, time of attendance and transport arrangements. The service will make every effort not to cancel dates for surgery but on occasion we may have to. You will be kept fully informed as to the reason for the cancellation and the date when you are likely to have your surgery rebooked. If you are cancelled either before your surgery date or on the date of surgery. Your 18 week clock will continue to tick.

If the service cancels your surgery on the day you are due to have your surgery due to non-clinical reasons e.g. consultant called away due to emergency, the service will make every effort to offer you a surgery date within 5 days post cancellation and offer an appointment within 28 days.

If you do not attend your date for surgery and have not informed the hospital it is likely you will be discharged back to your GP. The consultant will decide whether you should be given another date for surgery. Your 18 week clock will stop when you receive your treatment or if you are discharged.

## **15. What happens if I feel that I have waited too long?**

If you feel that your treatment has not started within 18 weeks (locally agreed length could be less) since you were referred or that you feel there is a risk that you will not be treated within 18 weeks then please contact our Clinical Services office who will direct you to the responsible manager to resolve as soon as possible,

## **16. What we will do?**

We will check how long you have been waiting and what is planned to happen to you next.

We will confirm to you if it is or is not possible to treat you within 18 weeks.

## **17. If it is not possible to treat me within 18 weeks (local target can be less)**

We can offer you the choice of staying under the care of your current consultant and wait longer than 18 weeks for the start of treatment (Note: this will be recorded as a failure on our part). We will investigate and if available we will offer you a clinically appropriate alternative provider who would be able to treat you sooner.

As a patient you have a responsibility to attend all appointment dates you have accepted. If you have cancelled or did not attend appointments you will wait longer for treatment of your condition. If you do not attend appointments you risk waiting longer than 18 weeks for treatment for your condition and you will not be offered treatment with alternative providers.

## **18. Top tips**

- Talk to your GP about what to expect from your referral to the service  
Discuss your referral with your GP and explore your rights via the NHS Constitution ([www.nhs.uk/nhsconstitution](http://www.nhs.uk/nhsconstitution)).
- Use the NHS App to track your referral status and manage appointments.
- If your treatment is routine please ensure you will be available for the next 8 weeks
- If you are unavailable to attend appointments or have other commitments, you and your GP may decide to delay your referral until you are available
- Tell us if you change your address or telephone number
- Keep your appointments and arrive on time
- Let us know in plenty of time if you are unable to attend an appointment

- Write your questions down before you attend so that you don't forget to ask
- Let us know if you think that you have been waiting too long

If you think you are waiting too long for an appointment, please contact the telephone number on the top of the letter/email you received. If you are still not satisfied contact our Clinical Services office on the email [feedback@id-medical.com](mailto:feedback@id-medical.com) or telephone TBC

## **19. Accessibility and Support**

ID Medical is committed to supporting patients with additional needs, including those with disabilities or language barriers. We will provide reasonable adjustments, such as accessible communication formats or interpreter services, upon request. Staff are trained to implement this policy consistently, with annual refresher training to maintain high standards.

## **20. Quality Assurance**

ID Medical monitors compliance with this policy through regular audits and patient feedback. We report RTT performance to commissioners and the Medical Director quarterly, using findings to drive service improvements. Staff receive ongoing training to ensure adherence to this policy and NHS standards.