GIG CYMRU NHS WALES
Partneriaeth Cydwasanaethau
Shared Services Partnership

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AllWales.Alerts@wales.nhs.uk

Dyddiad / Date: 10th May 2022

Welsh Government –Access Commitment 2022-23
(Joint letter to GPs)

This alert has been cascaded to the following:

All Wales GP Practice Managers
All Wales GP OOHs
All Wales Sessional GPs
All Wales HB Primary Care Managers
All Wales Medical Committees

10 May 2022

Dear colleagues,

Improving access is a joint priority for us all, in striving to continue to deliver quality services for the people of Wales. Access Standards were introduced in 2019 with a focus on improving the way patients access services, with a wider range of improved digital options. Access plays a major role in the experience of a patient, with the ease, or indeed difficulty, of making an appointment being a key factor in how positively a patient will view the service.

Back in December, the Minister for Health and Social Services issued an announcement to the public stating that the new access commitment will end the morning scramble to book an appointment, and made clear that the releasing of appointments daily at 8am is no longer acceptable. It is important that the public understand how to appropriately access GMS.

Where safe to do so, we expect GP practices to ensure doors are open, and GMS is accessible to the public. The current UK COVID-19 Infection Prevention and Control (IP&C) guidance remains extant. The guidance is constantly reviewed and updates are published here.

Practices need to communicate any changes around access locally to their patients.

The Access Commitment was introduced from 1 April 2022 to demonstrate to the public what they can expect in terms of access from GP practices. The principles of the Access Commitment are: -

- A more planned and forward-looking approach, where contact is supported throughout the day to resolve the issues around the '8am bottleneck' and repeated attempts at contacting and/or obtaining a consultation or other help and support. The release of all appointments at 8am (or other narrow window of time) is no longer acceptable.

- All practices must provide a telephony service (preferably Voice over Internet Protocol solutions or sufficient incoming and outgoing lines) that fully meets the needs of patients.

- All practices must offer a digital means of access in addition to telephone and in-person. The digital platform is for non-urgent access and only necessary for use during core hours.

A subgroup of the GMS Contract Implementation Group has produced guidance for practices to help implement the Commitment. The guidance has been published on the Welsh Government website and can be found here. The guidance will also be hosted on the BMA website and also the Primary Care Information Portal (PCIP) in the resources table of the “GMS Contract” tile.

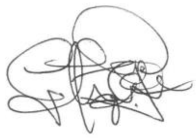
Should you have any further queries on the guidance or changes then please contact your Health Board Primary Care Team.

The Welsh Government’s Help Us to Help You campaign has produced a short video and flowchart to help inform the public of what they can expect when contacting their GP practice. These resources are available for practices to use on visual display units in waiting rooms, websites, and social media.

We recognise the current pressure on GMS and wish to thank you again for your continued efforts whilst Covid is still prevalent in our communities and still having an impact on practices.

Yours sincerely,

Alex Slade
Cyfarwyddwr o Gofal Sylfaenol ac Iechyd Meddwl
Director of Primary Care and Mental Health



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Cadeirydd, Pwyllgor Ymarferwyr Cyffredinol Cymru
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Llywodraeth Cymru
Welsh Government

GIG CYMRU NHS WALES

BMA Cymru Wales

10 Mai 2022

Annwyl gydweithwyr,

Mae gwella mynediad yn flaenoriaeth ar y cyd i bob un ohonom, wrth ymdrechu i barhau i ddarparu gwasanaethau safonol i bobl Cymru. Cyflwynwyd Safonau Mynediad yn 2019 â ffocws ar wella'r ffordd y mae cleifion yn cael mynediad at wasanaethau, gydag ystod ehangach o opsiynau digidol gwell. Mae mynediad yn chwarae rhan fawr ym mhrofiad claf. Mae'r hwylustod, neu yn wir yr anhawster, o wneud apwyntiad yn ffactor allweddol o ran pa mor gadarnhaol bydd claf yn gweld y gwasanaeth.

Yn ôl ym mis Rhagfyr, cyhoeddodd y Gweinidog Iechyd a Gwasanaethau Cymdeithasol ddatganiad i'r cyhoedd yn nodi y bydd yr ymrwymiad mynediad newydd yn dod â sgramblo'r bore i drefnu apwyntiad i ben, a gwnaeth yn glir nad yw'r arfer o ryddhau apwyntiadau bob dydd am 8am yn dderbyniol mwyach. Mae'n bwysig bod y cyhoedd yn deall sut i gael mynediad priodol at Wasanaethau Meddygol Cyffredinol (GMS).

Pan fo'n saff i wneud, rydym yn disgwyl i bractisau meddygon teulu sicrhau bod eu drysau ar agor, a bod GMS ar gael i'r cyhoedd gael mynediad atynt. Mae canllawiau presennol Atal a Rheoli Heintiau COVID-19 y DU (IP&C) yn dal i fodoli. Mae'r canllawiau'n cael eu hadolygu'n gyson a chyhoeddir diweddariadau yma.

Mae angen i bractisau gyfleu unrhyw newidiadau o ran mynediad lleol i'w cleifion.

Cyflwynwyd yr Ymrwymiad Mynediad o 1 Ebrill 2022 i ddangos i'r cyhoedd yr hyn y gallant ei ddisgwyl o ran mynediad gan bractisau meddygon teulu. Egwyddorion yr Ymrwymiad Mynediad yw:-

- Dull mwy cynlluniedig sy'n edrych i'r dyfodol, lle cefnogir cyswllt drwy gydol y dydd i ddatrys y problemau sy'n ymwneud â'r 'dagfa 8am' ac ymdrechion ailadroddus i gysylltu a/neu gael ymgynghoriad neu gymorth a chefnogaeth arall. Nid yw'r arfer o ryddhau apwyntiadau am 8am (neu ffenestr gyfyng arall o amser) yn dderbyniol mwyach.
- Rhaid i bob practis ddarparu gwasanaeth ffôn (yn ddelfrydol datrysiadau Protocol Llais dros y We neu linellau digonol sy'n dod i mewn ac allan) sy'n diwallu anghenion cleifion yn llawn.
- Rhaid i bob practis gynnig mynediad mewn modd digidol yn ogystal â ffôn ac wyneb yn wyneb. Ar gyfer mynediad di-frys y mae'r platfform digidol a dim ond yn ystod oriau craidd y mae'n angenrheidiol.

Mae is-grŵp o’r Grŵp Gweithredu Contract GMS wedi paratoi canllawiau i bractisau i’w helpu i weithredu’r Ymrwymiad. Mae’r canllawiau wedi’u cyhoeddi ar wefan Llywodraeth Cymru ac maent i’w cael yma. Bydd y canllawiau hefyd ar gael ar wefan y BMA a hefyd y Porth Gwybodaeth Gofal Sylfaenol yn y tabl adnoddau o’r deilsen “Contract GMS”.

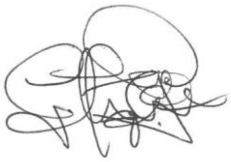
Os oes gennych unrhyw ymholiadau pellach am y canllawiau neu newidiadau yna cysylltwch â Thîm Gofal Sylfaenol eich Bwrdd Iechyd.

Mae ymgyrch Helpwch Ni i’ch Helpu Chi Llywodraeth Cymru wedi paratoi fideo byr a siart llif i helpu i hysbysu’r cyhoedd o’r hyn y gallant ei ddisgwyl wrth gysylltu â’u practis meddygol. Mae’r adnoddau hyn ar gael ar gyfer practisau i’w defnyddio ar unedau arddangos gweledol mewn ystafelloedd aros, ar wefannau a chyfryngau cymdeithasol.

Rydym yn cydnabod y pwysau presennol ar GMS ac yn dymuno diolch i chi eto am eich ymdrechion parhaus tra bod Covid yn dal i fod yn gyffredin yn ein cymunedau ac yn dal i gael effaith ar bractisau.

Yn gywir,

Alex Slade
Cyfarwyddwr Gofal Sylfaenol ac Iechyd Meddwl
Director of Primary Care and Mental Health



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