



in partnership with



## **Your Appointment Matters**

What happens if I do not accept an appointment, the service is unable to contact me, or I do not attend my appointment?

The Staffordshire Posture & Mobility Service's Patient Access Policy for appointments, handovers, and repairs.

August 2018

## Introduction

The Posture and Mobility Service is very important to Opcare Limited. We provide the service on behalf of the NHS, and in partnership with them. We are committed to ensuring that every person using our service has the best possible experience. Please carefully read this document so that you fully understand our responsibilities to each other.

## What happens when I am referred to the Posture & Mobility Service?

### Stage 1: A clinician reviews your referral

Within 48 hours of receipt, a member of our clinical team will review the referral information sent to us by your referrer. They will assess how urgently you need to be seen, and how best we can meet your clinical need. We will send a written confirmation that we have received your referral.

### Stage 2: Invitation to clinic

After a clinician has reviewed your case, a member of the Opcare administration team will invite you to our clinic.

We try to offer a variety of different options when booking your clinic appointment; we will offer you at least three options over a two or six week period, depending on the severity of your condition.

We will contact you shortly before your appointment to remind you and answer any queries you have about reaching the clinic.

### Stage 3: Provision of equipment

After your assessment in clinic, your clinician will write a prescription should you require equipment and meet any relevant criteria. We will indicate at point of assessment when we expect the handover to happen and in case anything changes in the meantime we will provide you with an update at that moment in time. We will aim to deliver this equipment to you within an 18 weeks pathway from point of referral.

When the equipment is ready, we will contact you to arrange a date to handover the equipment. Your clinician will let you know whether this will need another clinic visit, or if we can deliver the equipment straight to you at home. Regardless of where your handover appointment takes place, we will demonstrate how to use the new equipment and ensure you are comfortable with its operation.

#### **Stage 4: Checking in, and the future**

After we have handed over the equipment, we will be back in touch within a month afterwards to check how you are doing. This will help us identify if any adjustments need to be made to the equipment to better suit your needs.

After this period, we hope you will be happy with the equipment provided to you. If your needs change in anyway, or if the equipment develops a problem, please contact the service as soon as possible.

#### **The Patient Access Policy**

The purpose of the Patient Access Policy is to clarify what happens if you do not attend an appointment, do not accept an appointment, or if the service is unable to contact you. The policy applies to assessments, handover and repair appointments.

The policy ensures that all OpCare employees apply a clear and consistent approach when booking your appointments or in case you "DNA" (Do Not Attend) an appointment.

Over the following pages, you will find details of the policy, as well as some simple flowcharts to help you to understand this process.

If you have trouble understanding this policy, or have a query relating to it, please feel free to contact us at any time.

#### **Contacting the Posture & Mobility Service**

Please ensure you keep the service up-to-date with a current telephone number and email address (if applicable), as the Service will need to contact you. Contact details can be found at the end of this document.

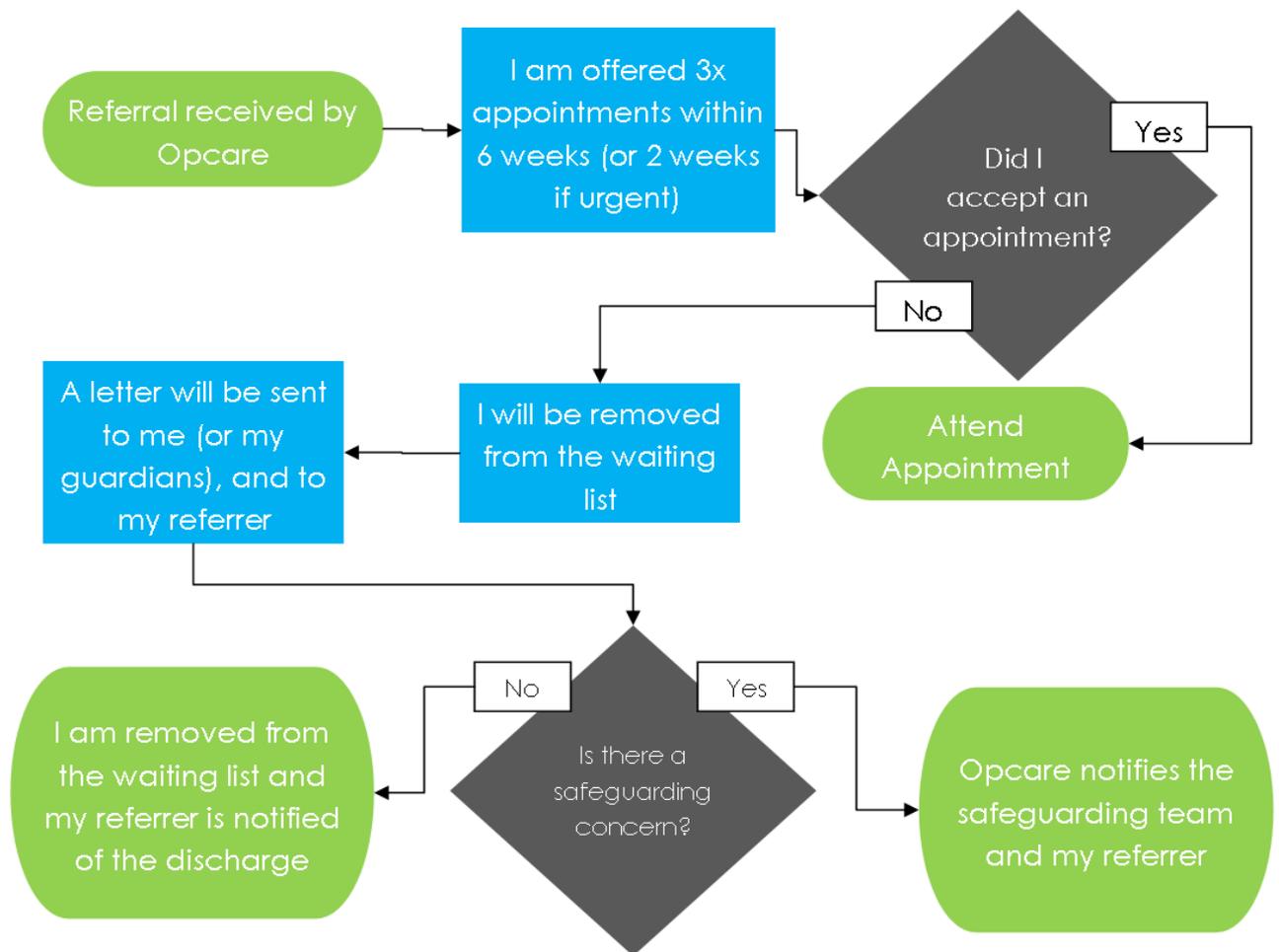
If you have any queries relating to this policy, please do not hesitate to contact the service. Please keep these details handy – you can also use them to update us with new telephone numbers, or request servicing and repairs.

OpCare Limited - Clifford Street, Hanley, Stoke-on-Trent, Staffordshire, ST1 3EN

Tel: 01782 216940

Email: [info@opcare.co.uk](mailto:info@opcare.co.uk)

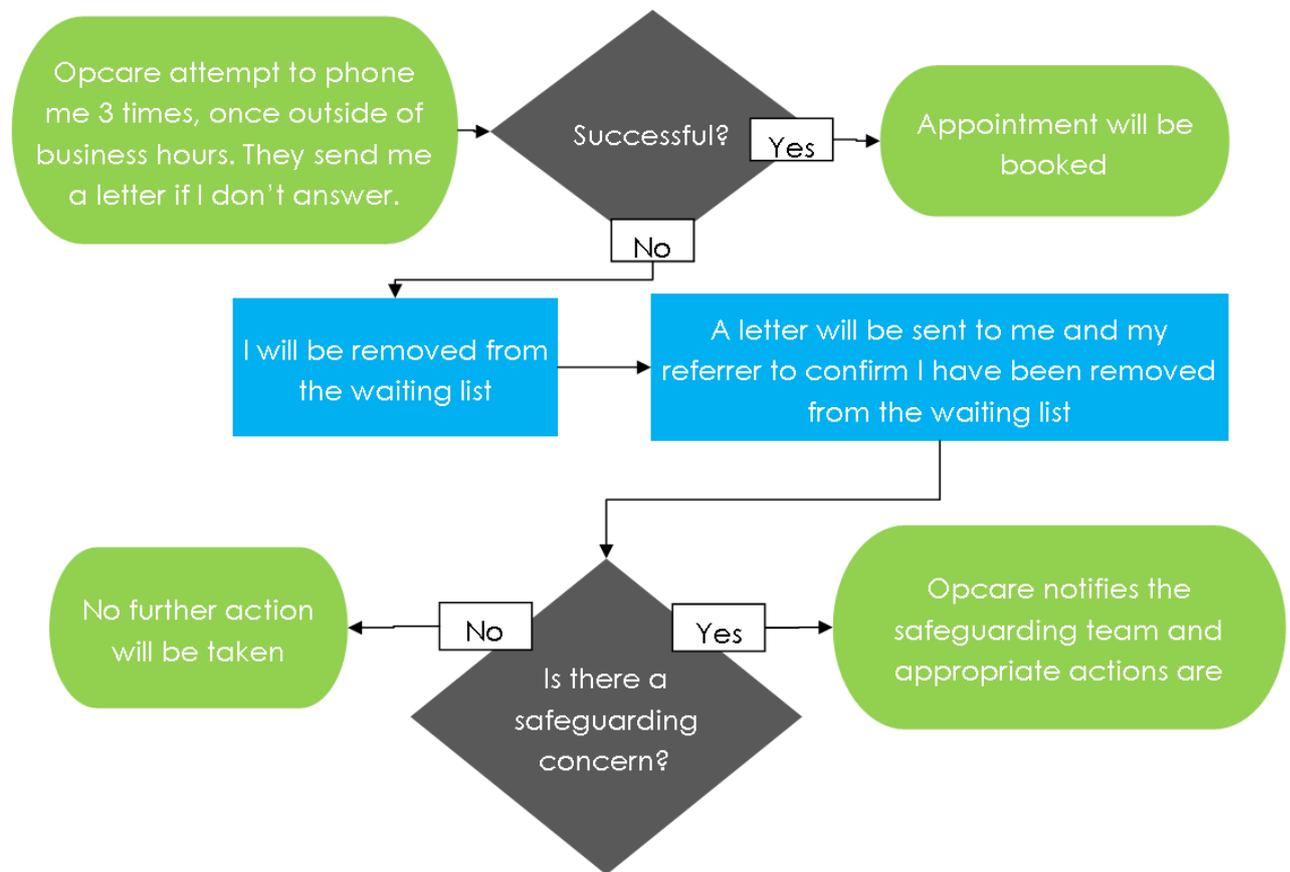
## What happens if I am unable to accept an appointment?



1. Opicare will offer you three appointments within a 6 weeks period for routine referrals and 2 weeks for urgent cases. The urgency will be defined by the clinician who reviews the referrals. The above applies to both assessment and handover appointments.
2. Should you not be available within this period (6 weeks for routine, 2 weeks for urgent patients) then you will be removed from the waiting list and discharged back to the care of your referrer. You will need to ask them to refer you to us again if you still wish to be assessed for a wheelchair.
3. Your case will be reviewed by the clinical team. In case there is a safeguarding concern, the Opicare safeguarding team will be informed. Actions will be agreed in line with the Opicare safeguarding policy.

*Please note that this applies to assessments, handover and repair appointments. For repairs, a letter will be sent only to the service user, and not to the original referrer.*

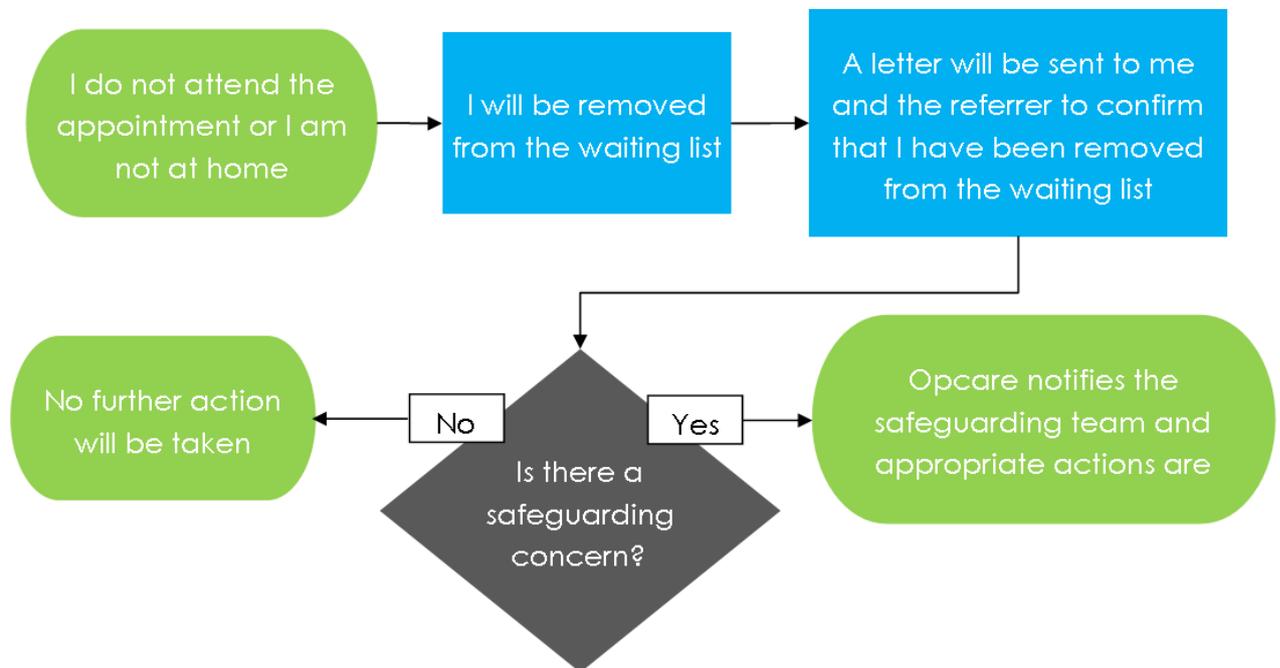
## What happens if Opicare are unable to get in touch with me?



1. Opicare will attempt to telephone you three times. One of these calls will be outside of regular working hours (Monday to Thursday 08.30-16.30, Friday 08.30-16.00).
2. If Opicare is unable to contact you, we will then send a letter requesting you get in touch with us within a week.
3. Should Opicare not be able to get in touch with you following the mailing of the letter, you will be removed from the waiting list and discharged back to the care of your referrer. You will need to ask them to refer you to us again if you still wish to be assessed for a wheelchair.
4. Your case will be reviewed by the clinical team. In case there is a safeguarding concern, the Opicare safeguarding team will be informed. Actions will be agreed in line with the Opicare safeguarding policy.

*Please note that this applies to assessments, handover and repair appointments. For repairs, a letter will be sent only to the service user, and not to the original referrer.*

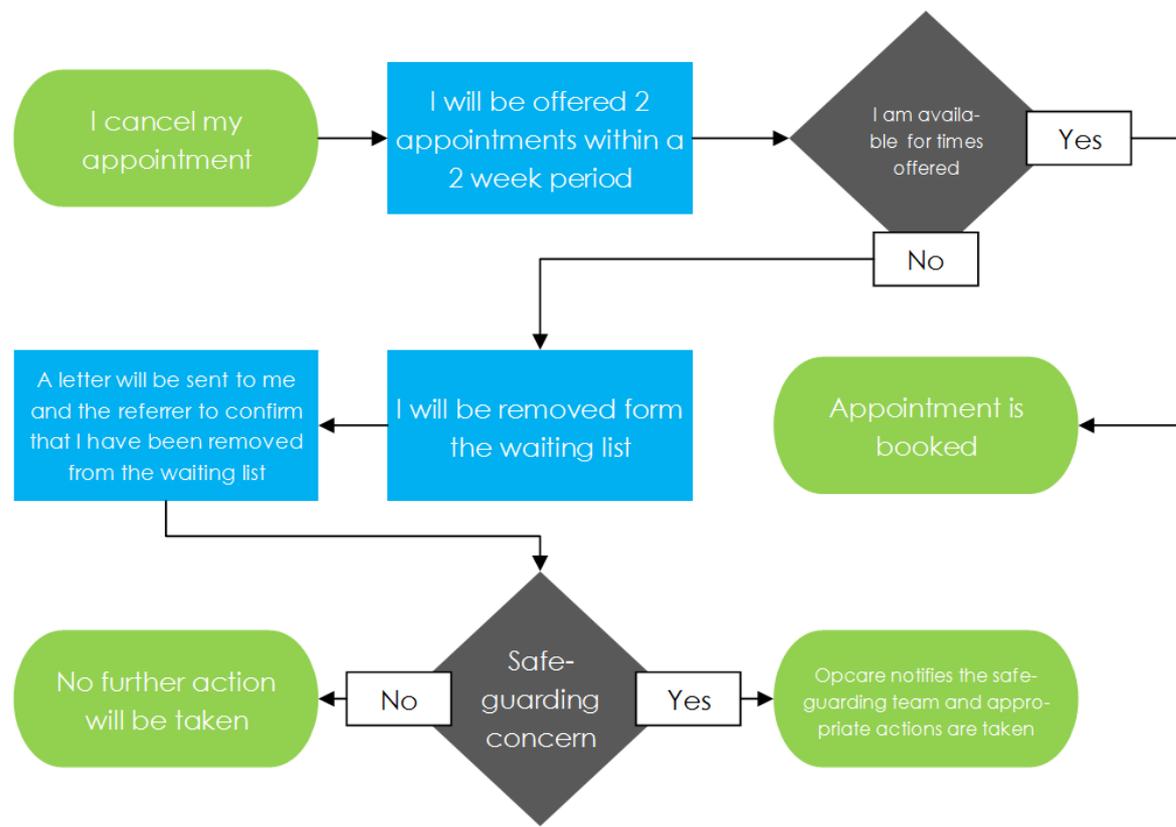
## What happens if I “DNA” (Do Not Attend) my appointment, or I’m not at home when you visit?



1. If you do not attend an appointment you will be removed from the waiting list and discharged back to the care of your referrer. You will need to ask them to refer you to us again if you still wish to be assessed for a wheelchair.
2. Your case will be reviewed by the clinical team. In case there is a safeguarding concern, the OpCare safeguarding team will be informed. Actions will be agreed in line with the OpCare safeguarding policy.
3. Should a clinician decide there is a clinical risk in removing you from the waiting list, an exemption will be made.

*Please note that this applies to assessments, handover and repair appointments. For repairs, a letter will be sent only to the service user, and not to the original referrer.*

## What happens if I cancel my appointment?



1. If you cancel your appointment you will be offered a further two appointment slots within a two week period
2. If you are unavailable for either of the appointments offered you will be removed from the waiting list and discharged back to the care of your referrer. You will need to ask them to refer you to us again if you still wish to be assessed for a wheelchair.
3. Your case will be reviewed by the clinical team. In case there is a safeguarding concern, the OpCare safeguarding team will be informed. Actions will be agreed in line with the OpCare safeguarding policy.
4. Should a clinician decide there is a clinical risk in removing you from the waiting list, an exemption will be made.

*Please note that this applies to assessments, handover and repair appointments. For repairs, a letter will be sent only to the service user, and not to the original referrer.*