



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 LLR Access Policy for appointments

May 2019

## **Introduction**

The Service and the Patients are 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.

## **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.

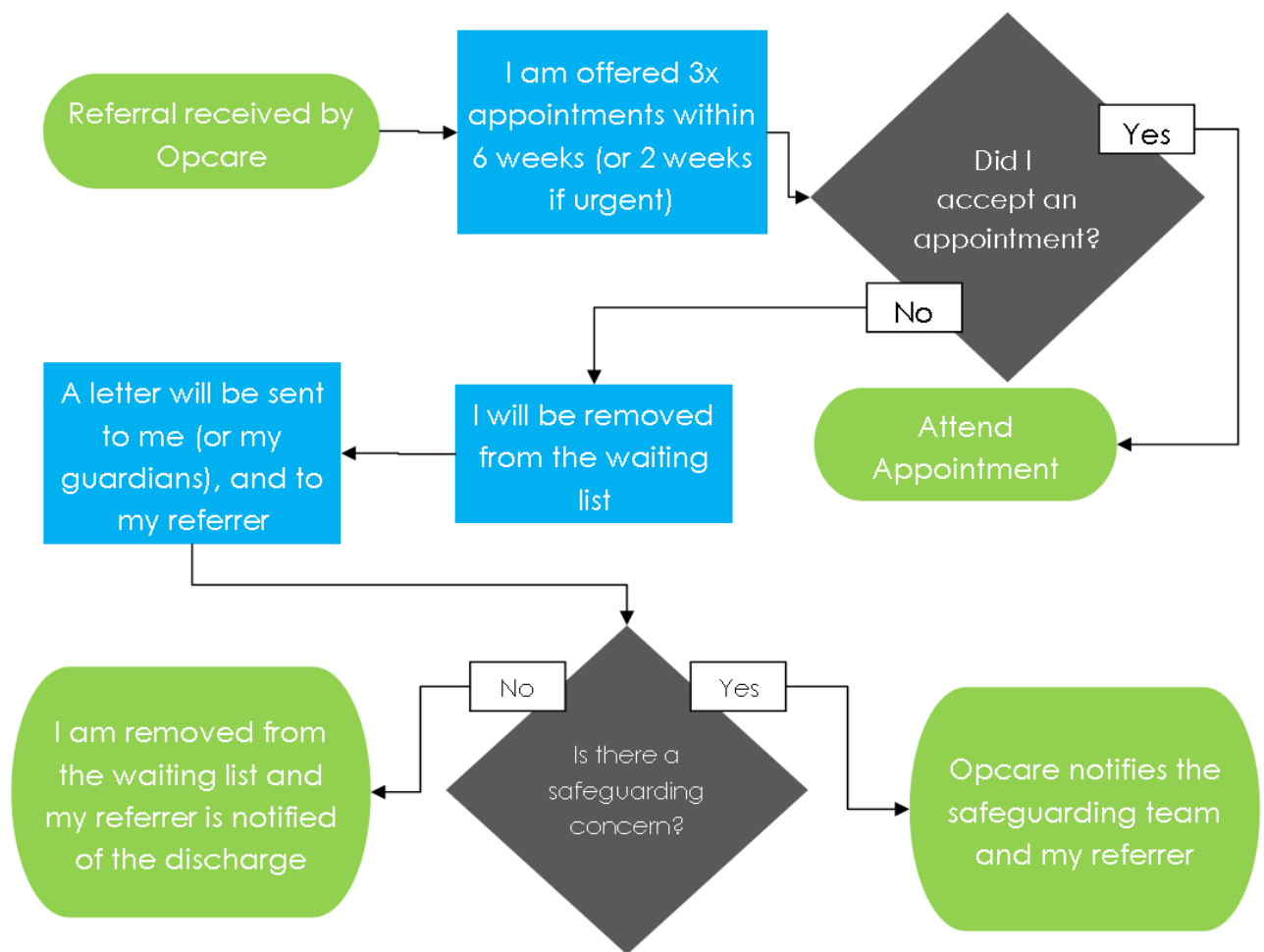
If you have trouble understanding this policy, or have a query relating to it, please feel free to contact us at any time.

## **Contacting the LLR Specialist Mobility Centre (OpCare SMC)**

Please ensure you keep the service up-to-date with a current telephone number, postal and email address (if applicable), as the Service will need to contact you. Our Contact details can be found on our website.

<https://www.opcare.co.uk/nhs-clinic-locations/leicester>

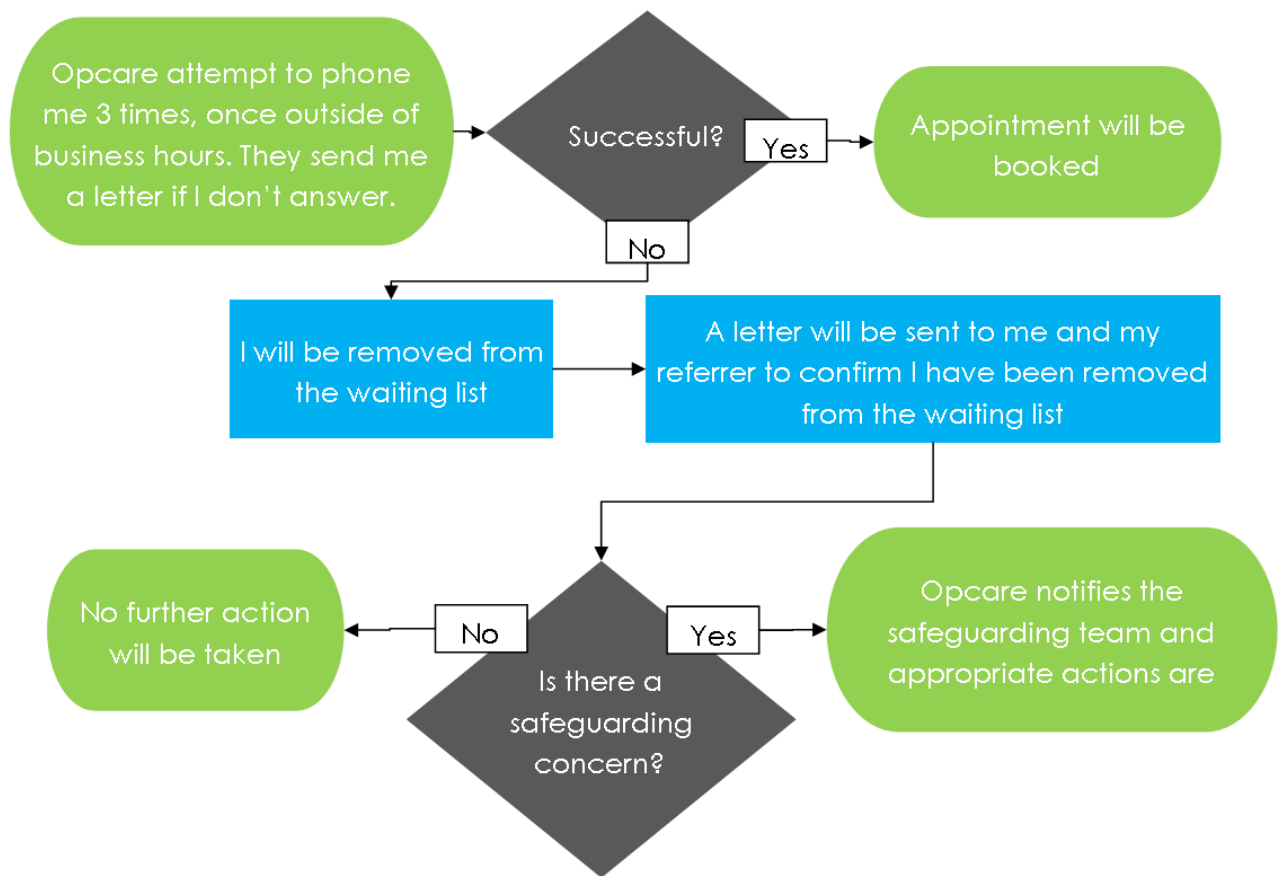
## What happens if I am unable to accept an appointment?



1. Opicare will offer you three appointments. The above applies to both assessment and handover appointments, where you would receive your prostheses, orthoses or wheelchair.
2. Should you not be available within this period you will be removed from the waiting list and discharged back to the care of your referrer.
3. Your case will be reviewed by the clinical team. In case there is a safeguarding concern, where Opicare staff have reason to believe that an individual may be in danger or potential danger and /or is being prevented from attending an appointment, 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.*

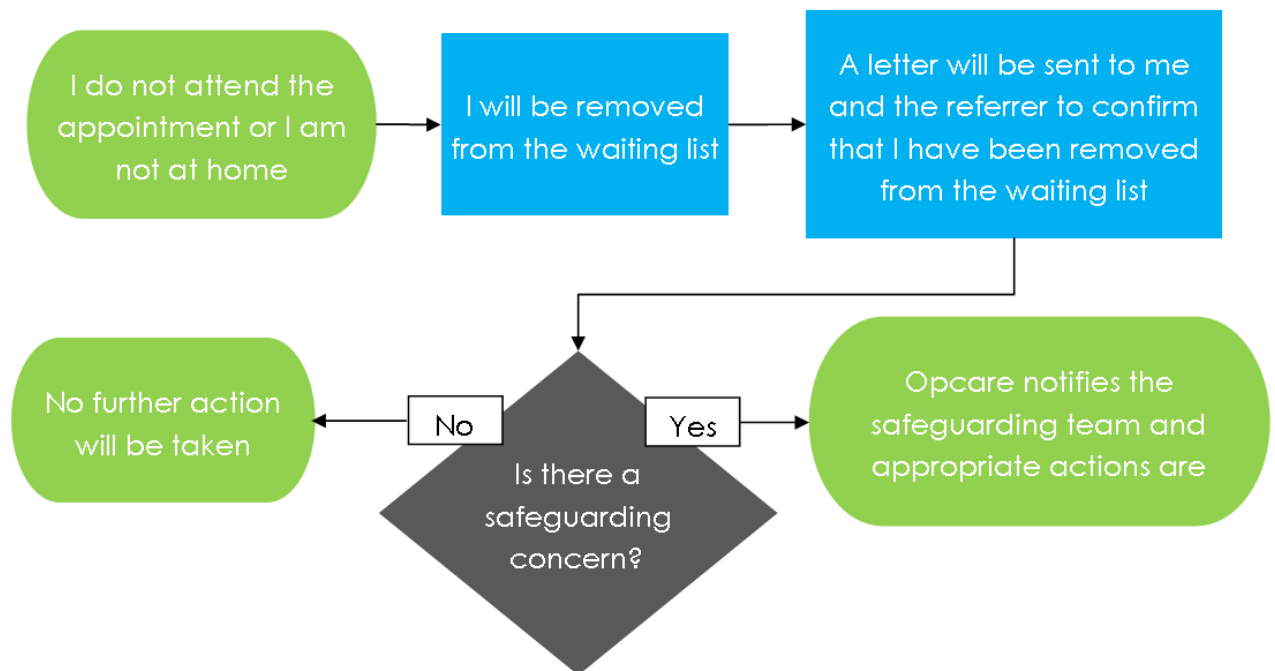
## What happens if Opicare are unable to get in touch with me?



1. Opicare will attempt to telephone you three times. One of these calls will be outside of regular working hours (Monday to Thursday 08.00-17.00, Friday 08.00-16.00).
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 prosthetic, orthotic or wheelchair service use.
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.*

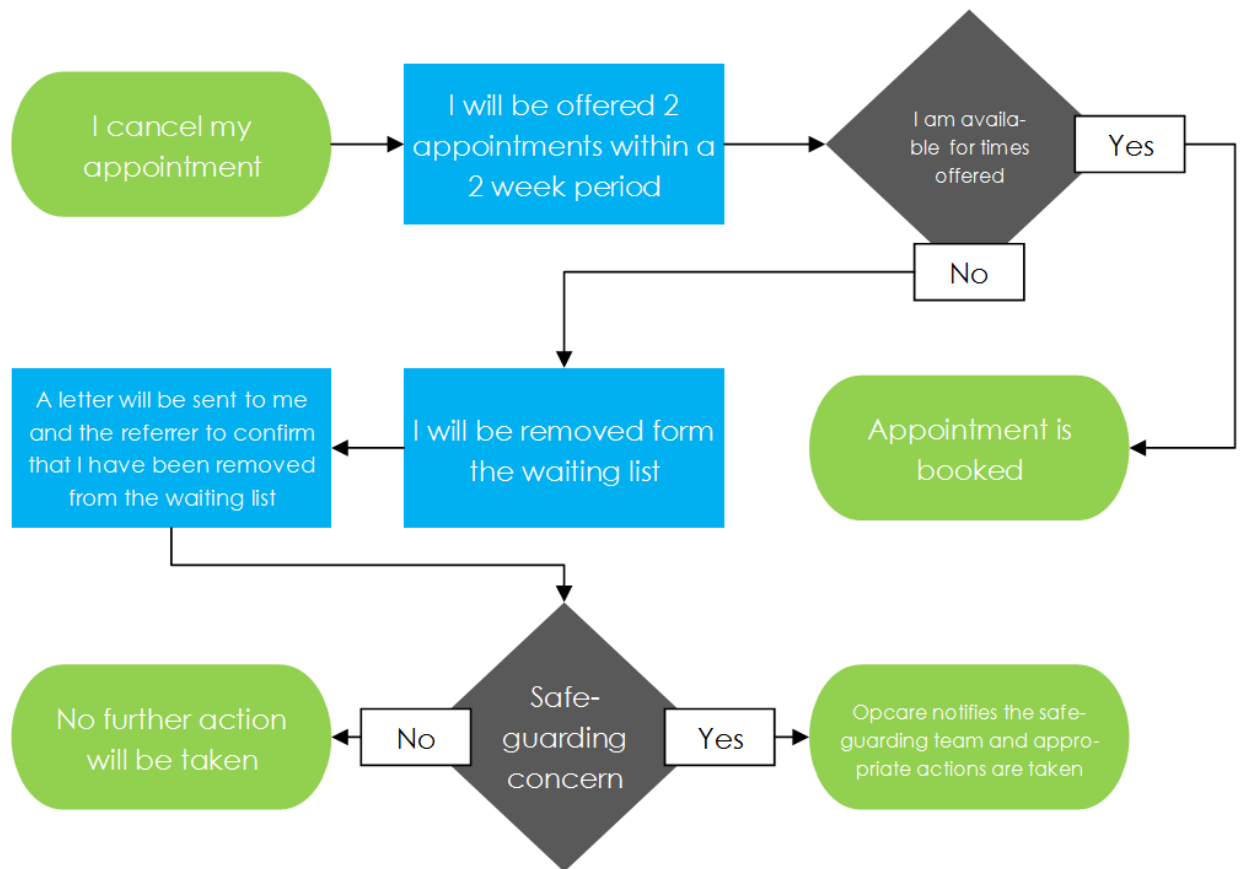
## What happens if I “DNA” (Do Not Attend) my appointment, or I’m not at home when you visit?



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 prosthetic, orthotic or wheelchair service use.
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.
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.
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.*