

The Lawson and Spring Hill Practice Continuity of Care Policy

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Introduction

In the report *Improving Continuity of Care in General Practice* published in March 2011 by the Royal College of General Practitioners (RCGP) it was shown that increased continuity of care by GPs provides:

- better health outcomes
- more satisfied patients
- cost control

Aims

This policy has been created in line with guidance from the RCGP and BMJ regarding continuity of care for patients.

We at Springfield GP-Led Health Centre believe continuity of care is important in ensuring we can provide the best clinical care to our patients whilst balancing patient access and availability.

The responsibilities of the patient and practice have been outlined below to offer a concise explanation of how the policy will work in action.

Responsibilities

Patients

- Will be asked to choose a doctor with an open list or in the instance of new patients will be assigned a doctor based on their gender preference (if any).
- All routine doctor appointments will be booked with this doctor.
- If an appointment is not available it may be possible to leave a message for your GP and they will ring you for a telephone consultation.
- Will have the right to request a change of doctor. This must be done in writing to the practice manager and must outline the reasons for the requested change. All requests will be decided at the practice's discretion.

Practice

- If a patient does not have an assigned GP, staff members will ask the patient for doctor preference. In the instance of new patients, they will be asked for gender preference and assigned accordingly.
- Will respect the rights of the patient and will endeavour to establish an effective relationship.
- On the rare occasion when an urgent appointment is required and the assigned GP is unavailable, the practice will arrange for a consultation or telephone triage appointment with a replacement GP. This will be done at the discretion of the practice team.