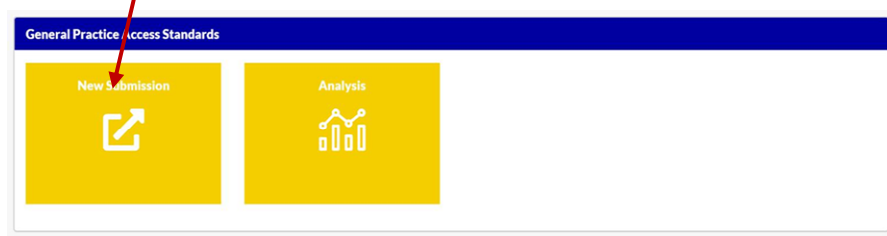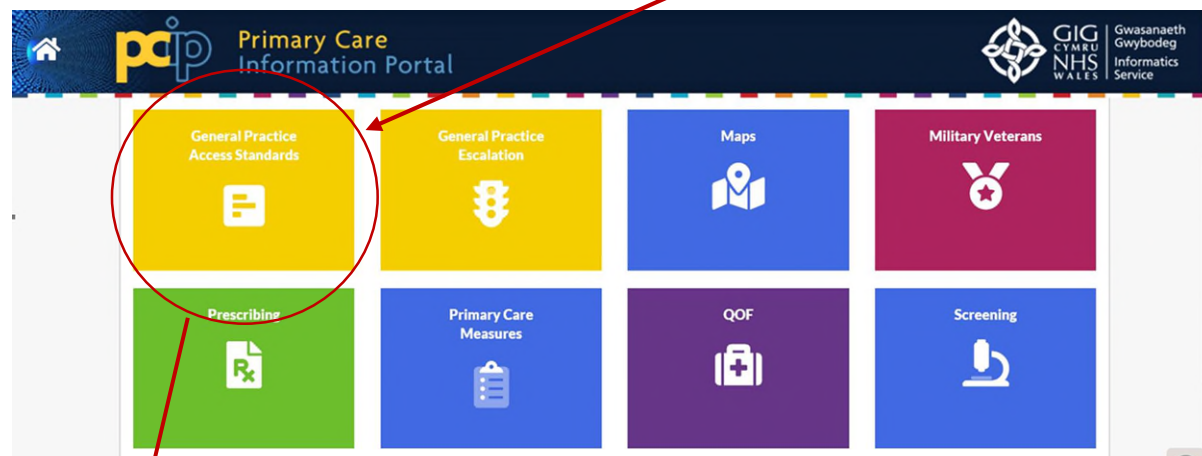# NHS Wales Informatics Service
Primary Care Information Portal
Access Standards Baseline

Access to the site can be achieved by clicking on the following links

The landing page for the access baseline work, the narrative of which is explained below.

Front Page Narrative

Quality Assurance and Improvement Framework (QAIF) Access Standard 2019/20

Payment will be made under the Quality Assurance and Improvement Framework (QAIF) and will be paid on an achievement basis only

The progress of all practices will be assessed for achievement as at 31st March 2020 by means of a practice achievement claim, in accordance with the Statement of Financial Entitlement

All questions will need to be answered to inform achievement payment.

Practices will have until the 24th April to complete the return.

Achievement payment will be made to practices on the 30th June 2020.

Supporting notes:

Standard 2: 20% abandonment rate - this is for reporting purposes only. Practices will be paid, irrespective of the actual achievement rate.

Standard 4: Definition of pre-bookable time period is the availability up to the day before i.e. routines available on the 30th March 2020.

Standard 5: Messaging through MHOL is not adequate to meet this standard. Email messaging has to be in place to achieve this standard.

The template does not allow the ability to upload evidence. It will be at the Health Boards discretion how they choose to verify a practices achievement. This may include requesting evidence for all standards from all practices, a selection of standards, or a selection of practices.

The guidance applies the following payment methodology:

Achievement in Group 1	Achievement in Group 2	Achievement Quality Payment
Less than 3 standards = 0 points payment	Less than 3 standards = 0 points payment	Bonus payment for achievement of all standards
3 standards = 60% payment (30 points)	3 standards = 100% payment (50 points)	= 25 points
4 standards = 80% payment (40 points)		
All standards = 100% payment (50 points)		

Group 1 and Group 2 are mutually exclusive i.e. the practice does not need to achieve Group 1 to be able to achieve Group 2

Proceed

If you have previously submitted a form, you can view the entry here. The system will automatically detect if a there is a previous submission.

The system will allow previous versions to be edited by selecting the icon below.

If a previous form has not been submitted the option to submit a new one will be presented

The practice code will be automatically populated depending on the individuals Nadex.

The form can be populated by selecting the dropdown options for each question

The questions

Standard 1
Does your phone system have a recording function for incoming and outgoing lines?
Does your phone system have the ability to stack calls?
Are you able to interrogate your telephone system to analyse data on calls?

Standard 2
Are you able to demonstrate if 90% of your calls are answered within 2 minutes of your recorded message ending?
Are you able to demonstrate if less than 20% of calls are reported as abandoned?

Standard 3
Are you able to confirm if your telephone introduction message is recorded bilingually and lasts no longer than 2 minutes?
if yes, please confirm if you have used the national bilingual message

Standard 4
Can you confirm if your practice offers patients access to order repeat prescriptions through a digital solution e.g. MHOL?
Can you confirm if your practice offers care homes access to order repeat prescriptions through a digital solution?

Standard 5
Can you confirm if your practice offers an email facility for patients to request non-urgent appointments or a call back?
Does the practice have the necessary governance arrangements in place for this process?

Standard 6
Can you confirm that your practice publicises information for patients on how to request an urgent, routine and advanced consultation?
Can you confirm that your practice publicises information for patients on how to request a consultation via the practice leaflet and practice website?
Can you confirm that your practice displays information on Standards of Access?

Standard 7
Does your practice use a triaging system?
Does your practice offer same day consultations for children under 16 with acute presentations?
Does your practice offer same day consultations for patients clinically triaged as requiring an urgent assessment?
Does your practice offer pre-bookable appointments within 2/3 weeks and up to 6 weeks in advance?
Does your practice actively signpost queries to alternative cluster based services, health board wide and national services?

Standard 8
Can you confirm that your practice has undertaken an annual patient survey, reflected on the findings and an action plan discussed at cluster level?
When was the date of the last survey?
When was the date the last survey was discussed at a Cluster meeting?
Can you confirm that your practice has undertaken a demand and capacity audit and considered the findings?
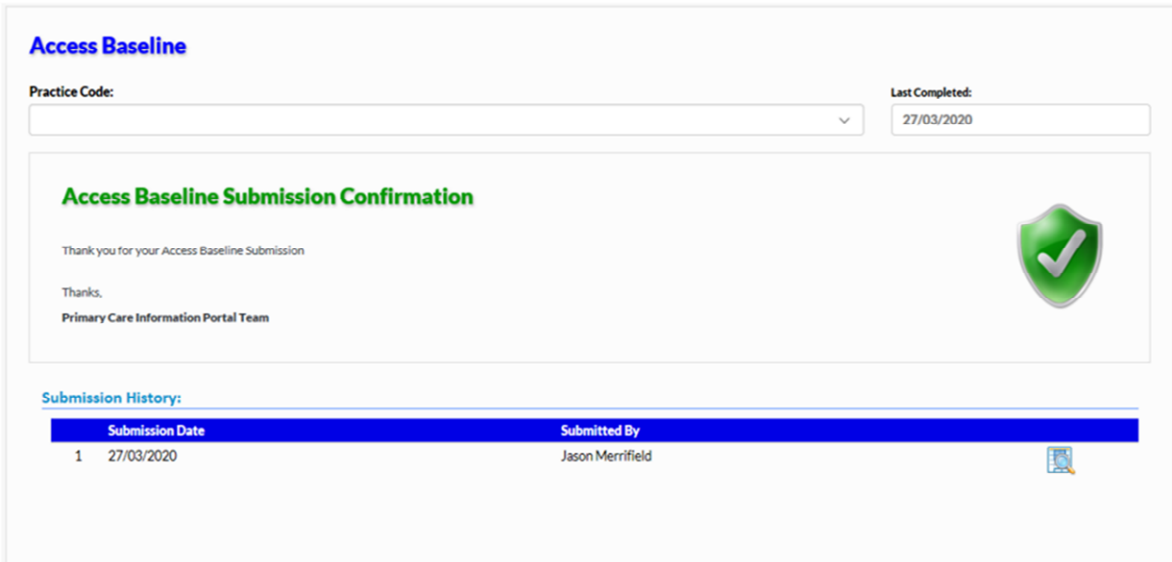
Supplementary Information
Free text box

Declaration
I declare that, to the best of my knowledge, the achieved points provided in this return are accurate and reliable for QAIF 2019/20 Access Standards. If they are not, I understand that appropriate action will be taken including, where appropriate, a counter fraud criminal investigation

On completion of the form the following screen shot will be available.

If you experience any issues accessing the access baseline tool please email the following

NWISPCU.Information@wales.nhs.uk