

## Criterion 1.1.1 Scheduling care in opening hours

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Our practice has a flexible system that enables us to accommodate patients with urgent, non-urgent, complex, planned chronic care, and preventive health needs.

### Indicators

- ⌘ A. There is evidence that our practice has a flexible system to accommodate patients with urgent, non-urgent, complex and planned chronic care, and preventive health needs (document review).
- ⌘ B. Our practice informs patients that longer consultations are available on request (document review).
- ⌘ C. Our practice staff can describe the way in which they identify urgent medical matters and their procedures for obtaining urgent medical attention (interview).
- ⌘ D. Our practice has a written policy for dealing with urgent medical matters (document review).
- ⌘ E. Our practice has used patient feedback to establish whether patients of our practice are aware of the availability of longer consultations (patient feedback).
- ⌘ F. Our practice has used patient feedback to establish whether patients telephoning our practice have the urgency of their needs determined promptly (patient feedback).