



## ELECTIVE ACCESS POLICY

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Review Date	Every 2 years
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Amendment No.	Comments	Completed By	Date
Ver 1.0			
Ver 1.1			Dec 2024
Ver 1.2			Apr 2026

### Introduction

Jajawi & Asker Ltd. ('Dr J & Colleagues') provides mental health services for both NHS and private patients. This policy outlines how elective care is accessed, managed, and delivered to ensure that all patients, regardless of their status (NHS or private), receive timely, high-quality care. The policy aligns with the NHS standards for referral to treatment (RTT) while addressing the needs of private patients seeking mental health services.

### Purpose

The policy aims to:

- Ensure that both NHS and private patients have equitable access to elective mental health services.
- Comply with NHS England guidelines, including the Referral to Treatment (RTT) standards.
- Provide clarity on the pathways for NHS and private patients, including referral, waiting times, and treatment.
- Ensure transparent and efficient management of patient pathways, reducing delays and improving the patient experience.



## Scope

This policy applies to:

- All staff at Dr J & Colleagues, including permanent, contracted, temporary, locum, and voluntary workers.
- All NHS and private patients referred to Dr J & Colleagues for elective mental health assessments and treatments.
- All NHS referring clinicians, private referrers, and external stakeholders involved in patient care.

## Legal & Regulatory Framework

The policy is governed by:

- The NHS Constitution
- NHS England Referral to Treatment (RTT) standards
- Private healthcare regulatory standards (e.g., the Care Quality Commission (CQC) for private providers
- The Equality Act 2010
- Mental Health Act 1983 (amended in 2007)

## Key Principles

- **Equitable Access:** Dr J & Colleagues ensures that both NHS and private patients are treated fairly and without discrimination. Service provision will be based on clinical need, regardless of how the care is funded.
- **Patient-Centred Care:** Patients have the right to be involved in decisions about their care, with their preferences and needs fully considered throughout the process.
- **Efficiency and Timeliness:** For both NHS and private patients, we are committed to minimising waiting times and adhering to the RTT standards for NHS patients and internal timelines for private patients.



- **Transparency:** Clear communication will be provided to all patients regarding their care pathway, waiting times, and costs (for private patients).

## Referral Process

### NHS Patients

- Referrals for NHS patients must come through recognised pathways, including General Practitioners (GPs) or NHS mental health services.
- All NHS referrals will be triaged within 5 working days of receipt to determine their appropriateness and urgency.
- NHS patients will be prioritised according to clinical need, with urgent cases fast-tracked.

### Private Patients

- Private referrals can be made directly by the patient, their GP, or a private consultant.
- Private patients will be prioritised according to clinical need, with urgent cases fast-tracked.
- Private patients will be informed of the costs associated with their care upfront, including consultations, assessments, and treatment plans.

## Waiting Times and Referral to Treatment (RTT) Pathway

### NHS Patients (RTT Standards)

- Dr J & Colleagues is committed to ensuring that NHS patients receive their first definitive treatment within the 18-week Referral to Treatment (RTT) standard, unless there are valid reasons for delay (e.g., ICB request, patient choice or clinical complexity).
- RTT pathways for NHS patients will be closely monitored, and any potential breaches will be escalated to clinic management to ensure timely action.



## **Private Patients (Internal Standards)**

- While private patients are not bound by the RTT standards, Dr J & Colleagues will aim to provide a seamless experience with minimal waiting times.
- Private patients should expect to commence treatment shortly after their initial consultation, depending on the agreed treatment plan and patient availability.

## **Patient-Initiated Delays**

- If a patient (NHS or private) chooses to delay treatment or assessment for personal reasons, this will be recorded, and the RTT clock may be paused for NHS patients in accordance with NHS guidelines.
- Private patients will be informed of the impact of any delays on their treatment schedule.

## **Appointment Scheduling and Communication**

### **NHS Patients**

- NHS patients will be offered a choice of appointments, and every effort will be made to accommodate their preferences for date, time, and location.
- Appointment confirmation will be sent through patient-preferred methods (e.g., phone, email, or post).

### **Private Patients**

- Private patients will be offered a choice of appointments, and every effort will be made to accommodate their preferences for date, time, and location.
- Private patients will also receive detailed information on any costs related to the appointments, including consultations and any potential follow-up sessions.



## Clear Communication

- Both NHS and private patients will receive clear and timely communication about their referral status, expected waiting times, and next steps.
- If there are any delays or changes to appointment schedules, patients will be notified immediately, with alternative options provided.

## Did Not Attend (DNA) and Cancellations

Full details of our Did Not Attend (DNA) Policy can be found here: [Dr J & Colleagues DNA Policy](#)

## Discharge Process

### NHS Patients

NHS patients may be discharged from care when:

- Treatment has been completed.
- The patient chooses to discontinue care.
- The patient fails to engage with the treatment pathway, such as repeated DNAs or cancellations.
- Discharge plans will be communicated to the referring GP or NHS mental health service with a full summary of the patient's care.

### Private Patients

Private patients may be discharged when:

- The agreed treatment plan has been successfully completed.
- The patient chooses to stop treatment.
- The clinical team determines that the patient no longer requires treatment or that alternative care is more appropriate.



- A detailed discharge letter will be provided to the patient, including recommendations for any ongoing care.

## Equality, Diversity, and Inclusion

Dr J & Colleagues is committed to providing accessible and inclusive services for all patients, whether NHS or private. We will:

- Make reasonable adjustments for patients with disabilities, communication difficulties, or additional needs.
- Ensure that services are delivered in compliance with the Equality Act 2010, promoting fairness and preventing discrimination.

## Monitoring and Reporting

- Dr J & Colleagues will regularly review service delivery in line with NHS standards and internal benchmarks.
- Any breaches of RTT targets for NHS patients or delays in care for private patients will be investigated, and corrective actions will be taken as necessary.
- This policy will be reviewed if there are significant changes in regulations or clinic operations.

## Roles and Responsibilities

- **Clinic Management:** Responsible for overall compliance with NHS RTT standards and private patient care timelines.
- **Clinical Staff:** Responsible for managing patient pathways, ensuring timely care, and maintaining high standards of clinical care for both NHS and private patients.
- **Administrative Staff:** Responsible for handling referrals, appointment scheduling, and patient communication, ensuring equitable access to services for all patients.
- **Referrers:** Responsible for providing accurate and timely referrals, including all necessary clinical details.



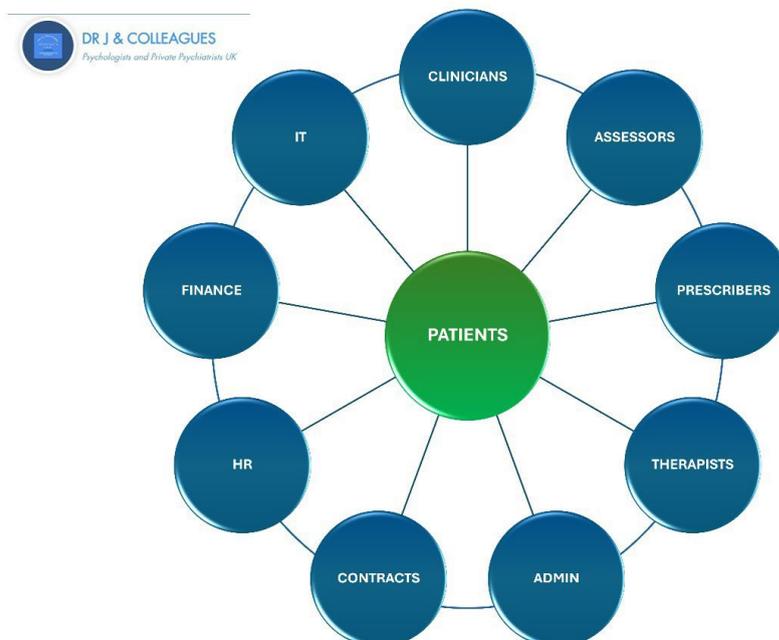
## Complaints and Feedback

- Dr J & Colleagues values patient feedback and is committed to resolving any complaints in a fair and timely manner.
- Both NHS and private patients may raise concerns through the clinic's private patient complaints procedure. Complaints will be handled in accordance with our Complaints Policy, and every effort will be made to ensure that learning from complaints informs service improvement, as per our [Complaint Policy](#).

This Elective Access Policy ensures that Dr J & Colleagues offers a consistent, efficient, and patient-focused approach to elective access for both NHS and private patients, while adhering to regulatory requirements and maintaining high standards of care.

## Patient Centric Model

Dr J & Colleagues operates a Patient-Centric Model, placing the patient's interests at the core of our service delivery:



This focus and commitment to the model enable us to consistently provide the highest standards of care, ensuring optimal service outcomes and patient satisfaction.