

## ACCESS STANDARDS 2019

A new set of standards were announced by the Minister for Health and Social Services in March 2019 that are aimed to raise and improve the level of service for patients in Wales from their GP practices.

## SAFONAU MYNEDIAD 2019

Cyhoeddwyd set o safonau gan Y Gweinidog Iechyd a Gwasanaethau Cymdeithasol ym mis Mawrth 2019 a'u nod yw codi a gwella'r lefel o wasanaeth mae cleifion yn ei gael gan eu Meddygfeydd Teulu yng Nghymru.

### The standards are:

- People receive a prompt response to their contact with a GP practice via telephone.
- Practices have the appropriate telephony systems in place to support the needs of people avoiding the need to call back multiple times and will check that they are handling calls in this way.
- People receive bilingual information on local and emergency services when contacting a practice.
- People are able to access information on how to get help and advice.
- People receive the right care at the right time in a joined up way which is based on their needs.
- People can use a range of options to contact their GP practice.
- People are able to email a practice to request a non-urgent consultation or a call back – not available yet (Feb 2020)
- Practices understand the needs of people within their practice and use this information to anticipate the demand on its services.

### Dyma'r Safonau:

- Mae unigolion yn derbyn ymateb prydlon pan fyddant wedi cysylltu â phractis meddyg teulu dros y ffôn.
- Mae gan bractisau y systemau ffôn priodol ar waith i gefnogi anghenion unigolion sy'n golygu nad oes angen ffonio nôl sawl gwaith a byddant yn sicrhau eu bod yn ymateb i alwadau fel hyn.
- Mae unigolion yn cael gwybodaeth ddwyieithog am wasanaethau lleol a brys pan fyddant yn cysylltu â phractis.
- Mae unigolion yn gallu cael gwybodaeth am sut i gael help a chynghor.
- Mae unigolion yn cael y gofal cywir ar yr amser priodol mewn ffordd gyd gysylltiedig ar sail eu hanghenion.
- Mae unigolion yn gallu elwa ar amrywiol opsiynau i gysylltu â'u practis meddyg teulu.
- Mae unigolion yn gallu anfon e-bost at bractis yn gofyn am ymgynghoriad nad yw'n frys neu'n gofyn iddynt eu ffonio nôl - ddim ar gael eto (Chwef 2020)
- Mae practisau'n deall anghenion unigolion yn eu practis ac yn defnyddio'r wybodaeth hon i ragweld y galw fydd am eu gwasanaethau.