

Local Access Policy

For Consultant Led Services

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Introduction

This policy aims to inform patients of their rights and what they can expect from Oviva in terms of access to consultant-led services by outlining relevant rules, responsibilities and actions by which Oviva will manage patients through their pathways.

Scope of Policy

This policy applies to all patients participating in a consultant-led service at Oviva. This policy should be applied to all referrals, communications and appointments as part of this consultant led service.

Roles and responsibilities

The Commercial Director has overall accountability for ensuring that the Oviva Local Access Policy meets the statutory requirements as set out in the appropriate NHS regulation. The Clinical Services Senior Director and Head of Treatment Pathways are responsible for the operational delivery of the local access policy.

Referral Processing

Referrals into our consultant-led service may be received via eRS or into our secure nhs.net inbox, where they are processed and an acknowledgement sent to patients.

Accepted referrals are uploaded including the date of referral receipt, which serves as the clock start for the 18 week Referral To Treatment clock.

Application of waiting time rules

Clock Start: The date a referral is received by Oviva (For NHS e-Referral Service referrals, this will be the date that the patient converts their UBRN (Unique Booking Reference Number))

Clock Stop: Attendance at Initial Consultation (IC) as the start of definitive treatment OR a patient declines treatment having been offered it

Clock Restart: When a patient rebooks their appointment following a first appointment 'did not attend' (DNA) that stopped and nullified their earlier clock

DNA (Did Not Attend), UTC (Unable To Contact) & extenuating circumstances

Patients are provided with written confirmation of their appointments at the time of booking. Patients can cancel and reschedule an appointment up to 24 hours before the booked appointment, without it being classed as a DNA. If they request to cancel or reschedule an appointment after this time point, it is classed as a DNA unless there are extenuating circumstances.

Did Not Attend (DNA) definitions:

Telephone Sessions:

- Do not answer when called for a telephone appointment (call 2 times within the first 5-10 minutes)
- Patient calling back later than the first 10 minutes of the appointment time
- Answer the phone but ask to reschedule e.g. they forgot, illness etc.
- Decide within the initial 5 minutes that they do not want to proceed

Face-to-face Sessions:

- Do not arrive at a face-to-face appointment
- Arrive later than the first 10 minutes of the appointment time
- Arrive but ask to reschedule e.g. they forgot, illness etc.
- Decide within the initial 5 minutes that they do not want to proceed
- If a face-to-face patient answers the phone in the first 10 minutes of their appointment and the appointment is able to be carried out over the phone, this is not classed as a DNA

App Sessions:

- In the app, do not send any messages, add any logs, update goals or look at Learn content (1:1 or group) over the course of a week of active coaching (i.e. a week where they are receiving coaching)
- Cancel an appointment with less than 24 hours' notice unless there are extenuating circumstances

Unable to Contact (UTC) Definition:

Patient does not respond to onboarding communications, including invitations to book appointments, despite 3 chasers over a period of 30 days

Extenuating circumstances include:

- A bereavement of a loved one
- Serious illness (themselves or a loved one) which requires hospitalisation/emergency care.
- Chronic condition flare up (including mental health and/or sickness which results in a patient being unable to go ahead with a coaching session.)
- They are involved in a serious incident
- Their phone is lost / stolen and they do not have another device to contact us on
- A break or holiday where a patient is unavailable for two consecutive sessions is not considered extenuating circumstances. Patients should be discharged and re-referred when they are available to access the service.

DNA or UTC Patient Communications

When a session is marked as DNA or a patient is unresponsive to onboarding communications, patients receive automated chasers to notify and re-engage them.

Patients receive up to 3 reminders over a period of 7 days. Patients receive these reminders either Oviva's app, email or SMS depending on the contact methods we have available. These reminders stop once a patient books their next appointment with us.

If a patient DNAs their first or final appointment then their next appointment is a rebooking of that same appointment they missed (at the next available time), for any other sessions a DNA'd session cannot be re-offered and patients will instead be booked in for the following session of their pathway.

If a patient does not get back in touch within 7 days of a DNA to rebook, or if they DNA two consecutive appointments (with any members of the clinical team), they will be considered by the clinical team for discharge back to the GP.

Discharge Process

Patients who have not started treatment and Oviva has been unable to contact will be discharged by an administrator, and confirmation will be sent to both the GP and the patient.

Patients who have commenced treatment (attended an Initial Consultation) but require discharge for any reason, are to be discharged by their coach. The coach will consider the patient's health and circumstances in light of this access policy. Discharge letters are sent to both the GP and the Patient and include a discharge summary of the care received during the patient's time on the pathway.