

## 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.

These standards are set out below;

- **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 this way.
- **People** receive bilingual information on local and emergency services when contacting the 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 electronically request a non-urgent consultation or a call back.
- **Practices** understand the needs of people within their practice and use this information to anticipate the demand on its services.

## SAFONAU MYNEDIA 2019

Ym Mis Mawrth 2019, cyhoeddwyd cyfres newydd o safonau gan y Gweinidog dros Iechyd a Gwasanaethau Cymdeithasol. Eu nod yw codi a gwella lefel gwasanaeth yn y meddygfeydd I gleifion yng Nghymru.

Gwelir ys dafonau hyn isod;

- **Mae unigolion** yn derbyn ymateb prydlon pan fyddant wedi cysylltu a phractis meddyg teulu dros y ffon.
- **Mae can bractisau** y systemau ffon priodol ar waith I gefnogi anghenion unigolion sy'n golygu nad oes angen ffonio nol sawl gwaith a byddant yn sicrhau eu bod yn ymateb I alwadau fel hyn.
- **May unigolion** yn cael gwybodaeth ddwyieithog am wasanaethau lleol a brys pan fuddant yn cysylltu a phractis.
- **May unigolion** yn gallu cael gwybodaeth am sut I gael help a chyngor.
- **Mae unigolion** yn cael y gofal cywir ar yr atwydd priodol mewn ffordd gyd gysylltiedig ar sail eu hanghenion.
- **May unigolion** yn gallu elwa ar amrywiol opsiynau I gysylltu a'u practis meddyg teulu.
- **May unigolion** yn gallu anfon e-bost at bractis yn gofyn am ymgynghoriad nad yw'n frys neu'n ofyn iddynt eu ffonio nol.
- **May practisau'n** deall anghenion unigolion yn eu practis ac yn defnyddio's wybodaeth hon I ragweld y galw fydd am eu gwasanaethu.