



## **June 2021 Surgery Newsletter**

### **GP Referral Community Pharmacist Consultation Service**

We would like to make our patients aware of a new service that has recently been introduced. If you contact the Surgery with certain minor ailments you may be referred across to your local pharmacy to contact you about this. The Surgery will send details across to the pharmacy and you will then be contacted within 4 hours with advice. Details of your telephone consultation will be sent to the Surgery and if after speaking to the Pharmacist there are any concerns, they may refer you back to the GP.

### **Consent for someone to speak on your behalf**

We often have people phone us on behalf of family members. We cannot discuss any patient's' confidential information with anyone else unless we have express written consent from them. This includes even just confirming an appointment time or date. Our staff often experience disgruntled patients as a result, but they would be breaking the law if they complied and are absolutely right to refuse. If there is frequently a need to discuss someone else's details and they are happy for us to do this, the patient just needs to write to us expressing consent to talk to the named family member and we will note this on their record.

### **Surgery Training Afternoon**

Along with all other surgeries in the area we will be shut from 12 noon on Wednesday, 23 June 2021 for staff training. If patients require urgent care on this afternoon then they can contact 111 for assistance.

### **Patient Participation Group Meetings**

At the time of writing the Newsletter there isn't a Patient Participation Group meeting planned in June 2021.

**Sue Mitson – Operations Manager**