

Spring/Summer 2023

# Marsh Medical Practice



## PATIENT NEWSLETTER

### Cost of Living Affects Us All

Marsh Medical Practice is making every effort to limit administration costs to enable more resources to be directed toward patient care. Therefore, where possible, we will ask patients to collect items which were previously posted and use mobile texting where appropriate. Your support with this measure is greatly appreciated. If you currently do not receive texts from us and would like to do so, please speak to Reception.

### To Dispense or Not to Dispense?

We are required to follow strict rules about which patients we are allowed to dispense to. In general, people who live within 1.6km of a pharmacy are not normally eligible to receive their medicines from their doctor's surgery. In addition, we are not permitted to reinstate our dispensing services, once they have been stopped by a patient (unless they move to another address which we are able to dispense to). This restriction is entirely out of our hands and should you wish to appeal this ruling, you will need to contact NHS England directly.

### Medication

Please ensure that you order your repeat medication in plenty of time - especially before Bank Holidays.

### Online Access to Medical Records

Considerable work is still ongoing to ensure that patients will be able to access their new records online from June 2023. There are some restrictions so you may find that not all of your records are viewable. If you require a copy of any part of your GP records prior to June 2023,



you will still need to request this via a Subject Access Request (further details on our website). Although requests do not incur a charge, if you request the same information again, this will be charged for. Please particularly bear this in mind when requesting records for firearms licenses - each renewal will require a full copy of medical records.

### Zero Tolerance

Please be reminded that Marsh follows the NHS Zero Tolerance Policy. Aggressive, violent, abusive or threatening behaviour will not be tolerated and may lead to patients being required to register at a different GP Practice or be reported to the Police. The Practice has a duty of care to protect the health and well-being of our staff as well as ensure a safe environment for patients.

