

thank
you



Marsh Medical Practice

Patient Newsletter, Special Edition: Working Together

Covid has had a devastating effect on many of our lives but thanks to us all working together we are now able to see our family and friends again. Recent outbreaks of variant strains are concerning so we urge you to continue to follow social distancing and wear a mask.

The Management Team are immensely proud of the hard work and dedication of our staff. Much of our work happens “behind the scenes” and considerable time and effort has been spent in trying to keep the surgeries operating safely and effectively.

Thank You

A big thank you to our community for your continued support. It is times such as these that we appreciate how being part of a close community helps us to weather the storm. Whilst there are challenges with our rural position, there are also advantages with being off the beaten track! We have heard so many stories of how neighbours have supported and cared for each other.

Appointments

Throughout the pandemic, we have continued to see patients in person, if necessary. More of our consultations have been via telephone and this has been welcomed by many of our patients due to the convenience of not having to attend the surgery.

If you have missed a scheduled review or have any health concern, please call us.

Keeping Us Safe

Cleaning procedures in the surgeries continue so please be patient if you are asked to wait. Infection control measures between patients take additional time and therefore appointment slots are limited.

Staff undertake twice weekly covid testing so please be reassured that if we ask you to attend the surgery, it is safe to do so.

NHS Patient Data Sharing

From September 2021 we are required to provide data to NHS Digital as part of the General Practice Data for Planning and

Research data collection, so that patient data can be used to help improve everyone's health and care

If you do not want your identifiable patient data to be shared for purposes except for your own care, you need to opt-out by registering a Type 1 Opt-out or a National Data Opt-out, or both.

For more information and further details including how to opt out, please go to <https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-collections/general-practice-data-for-planning-and-research/gp-privacy-notice>

Zero Tolerance

It is a sad reflection of our society that violence and aggression towards NHS staff continues.

Whilst we appreciate that some people are very anxious or upset, there is no excuse for abuse. Shouting, swearing and threatening staff is unacceptable and will not be tolerated. If necessary we will report incidents to the Police and patients may be required to register at a different practice.

If you are not happy with the service we provide, politely let us know. We welcome feedback but not abuse. Patients no longer have to register at the practice nearest their home so you are free to register elsewhere.

