

## **PPG Tabled questions – 23.05.2022**

- 1. Does the Practice intend returning to the full 'Walk and Wait' clinic as before the pandemic - this clinic providing patients with same-day in-person consultations, and no DNAs for the Practice? If so, what milestone in the pandemic would trigger this return to W & W?**

### **Response**

Access arrangements are currently under review. All options, including a return to some form of Walk and Wait clinic are being considered but changes are being made gradually whilst monitoring progress.

- 2. At present, when a patient rings between 8:00 - 10:00 am for the phone clinic or to ask an online question or to provide an online update, what criteria are used by GPs to decide whether to then invite the patient in for an in-person consultation?**

### **Response**

During the initial telephone conversation with the patient, the GP will take a history and ask the patient to describe symptoms / how long they have had the problem etc. The GP will also have access to the patient's medical records. They will make an overall assessment and decide whether there is a clinical need for the patient to be examined face to face and if so will arrange to see the patient in person. Sometimes the face to face assessment is done using photos or a video consultation.

- 3. What is the Practice's refugee policy?**

### **Response**

Refugees are entitled to free treatment on the NHS and can register at the Practice provided they live within the catchment area. The homeless are also entitled to free NHS treatment and to register with a GP.