



Ein cyf/Our ref: WQ83275 & WQ83277

Darren Millar MS
Senedd Member for Clwyd West

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Dear Darren

Thank you for your recent Written Questions asking 'what action has the Welsh Government taken to ensure that patients can access face-to-face appointments with their GPs' and asking the Welsh Government to 'publish the most recent guidance issued to GPs regarding access to face-to-face appointments for patients'.

All contact with GP practices will initially be via the practice's digital service, online tools (such as Myhealth online, e-consult) or via telephone. If there is a clinical need for a face-to-face consultation, arrangements should be made for the patient to access the Practice.

Digital consultations are now a significant feature of how patients are being treated and where appropriate, allow access to timely and convenient appointments without having to leave the house. Appointments are not necessarily with the GP but provided by a range of practice staff who can support individual needs such as Physiotherapists, Pharmacists, as well as GPs and practice nurses.

The Welsh Government does not routinely publish communication issued directly to GPs. A joint letter was issued to the GP profession from Welsh Government, NHS Wales, GPC Wales and RCGP Wales on 16 July 2021. The letter set out the expectations on GPs including ensuring good communication with patients, offering digital services and continuing with effective triage.

I hope this information is helpful.

Yours sincerely

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We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.