

# GP2Pharmacy

Working together for better patient care

If you have any further questions about our new GP2Pharmacy Service, please ask a member of your GP reception team and they will be happy to help you.

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**Fixed time appointments** now available with our pharmacy colleagues

Our GPs and Pharmacy Colleagues are working together to see patients more quickly.

**Find out more ►►**



[www.healthcollaboration.co.uk/gp2p](http://www.healthcollaboration.co.uk/gp2p)

## About GP2Pharmacy

**GP2Pharmacy is a new initiative to make additional appointments with healthcare professionals available to patients in South Tyneside.**

There is increasing pressure on GPs which sometimes means that patients may not get an appointment quickly. Our GP and Pharmacy Colleagues are working together to ensure that patients with symptoms and conditions that can be treated by professionally qualified Pharmacists, are seen quickly. This could often be the same day or next day, depending on when you contact us.

### What this means for patients

- Fixed time** appointments now available with our Pharmacy Colleagues.
- Over 8000** EXTRA appointments available up to September 2019.
- Choice of 30** local pharmacies, near your home or workplace.
- Quicker Access** to appointments – often the same day.
- 7 Days** Appointments available weekends at some pharmacies.

*GP2Pharmacy appointments suitable for certain symptoms and conditions.*

Your GP practice is one of the first to offer this service, which we hope we will be able to extend beyond September 2019.

**Our pharmacists are able to give prescriptions for certain conditions. If you don't usually pay for your prescriptions, your medicines will still be free of charge with GP2Pharmacy.**

## Frequently asked questions

- 1 Why might I be offered an appointment with a pharmacist?**  
*We are working with our pharmacy colleagues to offer more appointments to our patients for appropriate symptoms and conditions, so that patients can be seen quicker.*
- 2 Can I still see my GP if I wish?**  
*Yes, you can still make an appointment with your GP. GP2Pharmacy means you have more choice and appointments are often available sooner than with a GP.*
- 3 How do I get my appointment?**  
*When you contact your GP surgery, the reception team will contact your chosen Pharmacy and they will get straight in touch with you by telephone to confirm your appointment time.*
- 4 When will I be seen?**  
*Your appointment will be as soon as possible – usually the same day depending on the time of your request.*
- 5 Can I go to any pharmacy for my appointment?**  
*You can choose which pharmacy you prefer when you contact your GP reception. You may choose a pharmacy near your home, place of work or elsewhere convenient for you.*
- 6 Why can't I just walk in to the pharmacy without an appointment?**  
*All pharmacies offer a walk-in service, but this is without appointment. GP2Pharmacy is a new service giving fixed time appointments with a pharmacist for some of the symptoms you might usually see the GP for. Our pharmacy colleagues are qualified and trained to treat a wide range of symptoms and conditions.*
- 7 Will I be seen in private at the Pharmacy?**  
*Yes. All of our Pharmacies have a separate consulting room for the privacy of patients.*
- 8 How does my GP know what treatment I have received?**  
*The pharmacist will update your GP by email and advise of any ongoing treatments required.*