

Sir,

Do Ministers and NHS policy makers ever consider remote, rural and coastal communities when developing policy? [Pharmacists will prescribe antibiotics and free up GP slots, 9th May.](#)

Many rural patients do not have access to a pharmacy, so their GP practice dispenses their medicines. Consequently, the service announced on Monday will neither be available, nor the resources associated with it.

In addition, it took two and a half hours to log in to my practice's IT system today. A telephone consultation with a patient took three attempts due to the poor mobile reception. In the end, the patient had to visit me in the surgery.

I am all in favour of new approaches and services. In order to deliver them we need to get the basics right: IT that works and services that can genuinely be designed around local patient needs.

Is NHS England and Mr Barclay listening?

Yours faithfully,

Dr Richard West MBE  
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