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Dear XXXX

We would like to inform you that we do not accept prescription requests on the patients’ behalf by your team.

We will still be able to send the prescription electronically if you are the patients’ chosen pharmacy. We understand that this change may cause inconvenience to some of our patients and because of this we will be happy to consider requests from the pharmacy to continue to order on their behalf in exceptional circumstances, e.g., patients with learning disabilities, dementia, housebound and when other methods may be unsuitable.

Our patients are able to order their repeat medication / appliances online or we accept written requests, counterfoil prescription slips handed in to reception or into the drop box.

**We continue to refuse prescription orders over the telephone due to the possibility of errors in prescribing and the need for an audit trail.**

Many thanks for your understanding,

Kind regards,