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Dear Valued Patient,

We would like to inform our patients that we do not accept prescription requests made on your behalf by pharmacies including appliance contractors. The pharmacy can still collect your prescription (if not sent electronically) from us on your behalf after 72 working hours after you have ordered it.

This decision as made by the Leicestershire Prescribing team to reduce inappropriate prescription requests and medication / compliance wastage.

There are several ways you can request your repeat medication:

* You can order your repeat medication online For those patients who would like online access to their medication record please ask the practice for further details of this effective and accurate way of ordering your repeat medication yourself.
* 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.**

We would ask you to use the options described above. 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 patients who require the support of the pharmacy to continue to order on their behalf, e.g., patients with learning disabilities, dementia and when other methods may be unsuitable.

Many thanks for your understanding.

Kind regards,