



FRIARY HOUSE SURGERY

IMPORTANT CHANGES TO ORDERING PRESCRIPTIONS

In order to make our prescription service safer, GP's at Friary House Surgery have agreed that the Healthcare Coordinators will **no longer take requests for prescriptions over the telephone** from the **31st January 2020**. All future requests for prescriptions will need to be made:-

On-line – Via the Web page <https://www.friaryhousesurgery.nhs.uk>, through eConsult or the NHSApp. (Downloadable from your App provider).

In Writing – Using your re-order slips or full written details (including dose and quantity) you can bring this to the Surgery or post it to us.

At The Pharmacy– the pharmacy can reorder your medication for you.

The reasons for the change are as follows:-

- **It is Safer** and reduces the risk of error
- Allows **better access for patients** who need appointments on the phone or in person
- **Improves confidentiality**
- To bring us in line with **national guidance** regarding safer prescribing.

The Healthcare Coordinators at the Surgery will not be able to take any requests for repeat medication over the phone, so please think ahead and order in plenty of time leaving at least 2 working days for the prescription to be processed.

This decision has been taken by the GP Partners at the Surgery and discussed with our Team.

If you are housebound and not able to use any other prescription request method shown above, please let the Healthcare Coordinator know. They will discuss your situation with your Doctor and find a suitable solution.