



Closure of Prescription Ordering by Telephone as of September 14th 2020

After many years of accepting repeat prescription requests over the telephone, further to meetings with the Partners and a discussion with the Patient Participation Group, we have taken the decision to stop taking prescription requests over the telephone as from 14th September 2020.

The first and most important reason is safety. Discrepancies are much more likely to happen when medication requests are taken verbally over the telephone. Some requests for medication over the phone are not clear and can take considerable time and effort to clarify what is needed – online requests avoid potential confusion, transcription and medication issue errors.

The Practice is getting busier and busier with more people on repeat medication for ever increasing complex conditions. NHS England has advised that online ordering and electronic transfer of prescriptions provides a safer service for both practices and their patients.

The majority of practices both locally and nationally, and including all Practices in our Primary Care Network (PCN) have already implemented this change to minimize the risk of a potential error causing a significant event. We are therefore aligning our processes accordingly.

By making this change it will allow our medical receptionists to process repeat prescription requests safely without disturbance, and also free up our phone lines for patients contacting us to book appointments and for other queries.

So as from 14th September 2020, the practice will not be taking prescription requests over the telephone – you can request your repeat medication by the following methods:

- Using your repeat slip– ticking the items you need to order and posting this slip through the letter box at any of our 6 sites
- Posting via Royal Mail to the practice
- Order online – further details on our website
- Patients living in Kibworth/Fleckney/Great Glen/Market Harborough who do not have access to the internet and are housebound/vulnerable - Sign up to a repeat ordering service with your local pharmacy/chemist
- Dispensing Patients (patients who live >one mile from any of our sites) - Contact the dispensary at our main site on Smeeton Road Kibworth if you are unable to access the internet and are housebound/vulnerable.

We understand that this might cause some inconvenience for some patients but we hope that you will understand that safety is of paramount importance.