***TO ALL PATIENTS REGISTERED AT***

***THE PALL MALL SURGERY***

**As of 1st December 2018 the practice will no longer accept prescription requests through any pharmacy**

**This includes blister packed medication**

*How do I request my medication?*

Sign up online with The Pall Mall Surgery

Hand deliver leaving in the post boxes provide outside and inside the premises

Post your requests with a stamped address envelope or nominate a pharmacy to collect

Housebound only patients can call the surgery

With your consent ask relatives to complete a proxy form to request on your behalf and order your requests online.

Patients unable to request medication and do not have relatives or carers to request, the surgery will raise a safe guarding alert with the local team. In these circumstances please contact the surgery directly.

*Why are we changing how to request?*

We have in recent months noticed discrepancies and delays when requests are made in this way, causing distress, confusion and delay for you the patient. We feel that by patients taking control of their medication and liaising directly with the surgery, we will reduce this confusion and distress.

In the first few weeks we have received a large number of positive comments from patients and we thank you for helping us to help you.

**The Pall Mall Surgery**