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Dear Patient

It has been brought to our attention that some pharmacies are ordering prescriptions for patients inaccurately leading to waste and errors. Despite our best efforts, these errors are continuing and we are concerned by the level of waste and the risk of mistakes being made.

The GPs have taken the decision that from July 1st 2019, The Maples Medical Centre will no longer be accepting repeat prescription requests from pharmacies on behalf of patients.

We would recommend that all patients or their carers consider registering for ordering their medications online via the Internet. You will be able to see your list of repeat medications on the computer screen and will be able to send a message if you require one that is not displayed. To obtain a password and website details, please go to Reception with some identification eg passport or driving licence.

If you cannot order via the internet then the following are the alternatives: -

- **Post box** – located next to main entrance
- **Reception Post Box** - located on the reception desk to post requests.
- **Phone** – housebound patients only and by prior agreement with the practice.
- **Mail** – to the practice address

Please note this will not affect the Pharmacy prescription collection service

Mrs Jayne Comer
Practice Manager