

May 2021

Dear patient,

During the early days of the pandemic, one of the changes we were advised to make was the more widespread use of 'repeat dispensing' (prescription batches). The intention was that this would make it easier for patients to obtain repeat prescriptions without needing to contact or attend their GP surgery to request repeats during lockdown.

This has been helpful for some patients but caused problems for others. This process works well for those with up to four medications that they take daily without fail, but for others whose regimes are more variable or who require 'as required' medications or controlled drugs it can result in confusion and medications being out of line or not ready to collect when expected. It has also unintentionally led to some patients having too much of one medication and too little of another.

To address this problem and give you more control over your repeat prescriptions we are returning the majority of our prescribing to our previous practice of you personally requesting your repeat prescriptions when needed via **the NHS App, Patient Access app or by using a repeat prescription slip** dropped into the practice mailbox. This will help to ensure that the right medication is provided to you when you need it.

Repeat dispensing will remain an option if you are on four or fewer appropriate repeat prescriptions which are needed every month and you prefer to keep this method. There will also be some patients who had new batches issued prior to 21st April who will remain on this method until their current batches expire. Please check your medication review date on your prescription and contact us at this time using askmyGP to ensure your repeat medications are reauthorised (we may then invite you to have a telephone review with one of our Clinical Pharmacists).

Thank you.

The Team at Concord Medical Centre