



Great Harwood Medical Group & High Street Surgery

IMPORTANT NEW CHANGES TO ORDERING PRESCRIPTIONS STARTING 1st JULY 2015

In order to make our prescription service safer, from 1st July 2015 the staff at Gt Harwood Medical Group and High Street Surgery will not be taking any requests for prescriptions over the telephone. All future requests for prescriptions will need to be ordered in the following ways:-

Through your pharmacist.

Via our website: www.ghmg.org.uk

By email: ghmg@nhs.net

By fax: 01254 617573

Or by dropping your completed repeat medication slip in the prescription box in the main entrance.

The local pharmacies will still be able to take requests over the phone.

The reasons for this change are as follows:

The most important reason is that it is **safer**. The pharmacists have staff that are particularly well trained in handling medication requests. Some telephone messages to the surgery are not clear and can involve a great deal of time and effort in checking and chasing up correct drug details and the correct dosages. This system will reduce the number of phone calls to the surgery. It will be easier for patients phoning for appointments, advice or in urgent need of help to get through.

Together with other practices in the area and nationally we have been encouraging people not to ring for prescriptions. We now intend to take this further as it has been found to lead to safer prescribing and improved telephone access.