

MEDICATION REQUESTS

Please note we will no longer be taking prescription requests over the telephone from the 31st of Dec 2025. The first and most important reason for this decision is safety.

As a Practice we are getting increasing numbers of discrepancies between what the patient advise they have ordered and what has been requested by the Practice Team. Mistakes are likely due to confusion with drug name. The Practice is getting busier, and more patients are on repeat medication for increasing complex conditions.

The decision to stop taking prescription requests over the telephone has been taken to minimise the risk of a potential errors, which can cause significant events. We hope that making this change will also free up our telephone lines for patients contacting us for other queries.

Warning advice: Please be aware

You can still request your repeat medication using the following methods:

- Order through the NHS App
- Order through our website using the online form
- Complete a repeat request form or hand write your request, ensuring you include your full name, date of birth and address, and put your order into the prescription box
- Post your order request to us
- By sending an email to somccg.hendfordlodge-pod@nhs.net

Please can we kindly ask that when ordering medication, you do so by using the name of the drug that you require.

Please do not put 'all medications', 'all repeats', and instead name each individual drug.

We will be unable to accept orders that don't specify individual items.



This is to ensure that you, our patients, receive the medication you require, and also saves the NHS millions a year on unwanted prescriptions being issued.

We understand that this may not be popular with some patients, but we hope that you will understand that safety is of paramount importance to us.

Please note that this will not change the time it takes to process a repeat prescription which is **5 working days**. However, please allow additional time for your chosen pharmacy to process your prescription.

Thank you for your continued understanding.