



FELL COTTAGE SURGERY

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Low Fell

Gateshead

NE9 8XY

Tel : 0191 487 2656

Dear Patient(s)

As of the **1st March 2023** we will no longer be accepting Prescription requests via our main Surgery telephone lines and if you accidentally come through to the appointment team, we will divert you to the new line and give you the correct number via a text message.

Why have we done this : as you may be aware GP practices (along with other services) are experiencing an unprecedented demand and call volumes to the NHS are very high. In order to meet the demand of calls coming into the practice relating to appointments and enquiries we have had to make a change to the way Prescriptions are ordered.

What have we done : we have now made it even easier for you to request your prescriptions, you now have **SIX** options and we have ranked them in our preference order :

1. Order via an APP (NHS APP, Patient Access, My GP etc) 24/7, 365 days a year.
2. Order and query via email nencicb-ng.rx-a85007@nhs.net 24/7, 365 days per year

3. A new dedicated prescription telephone line that is open for all repeat medication requests 24/7, 365 days a year via a voicemail on **01914062330**
4. Dropping of a right side of your prescription or handwritten note to our post box inside the front door
5. Order verbally via reception
6. Order through your local regular pharmacy

You can raise any queries about your medication with the prescription clerk between 10am and 1pm Monday to Friday by ringing the practice on **01914872656** and press **option 2** (this line is for prescription enquiries ONLY so please use the automated telephone line 01914062330 to request medication)

Although we always try to process all repeat prescription requests within two working days, there may be occasions when it takes longer – particularly if there are queries that require further investigation. This can be for a variety of reasons but may result in prescriptions being delayed and may take an extra day to process. For this reason it is vital that patients order their prescription in plenty of time – ideally seven days before it is due to factor in this possibility.

What this mean for you : This now gives you a range of options for ordering your medication. You will not have to call the practice direct and with our new 24hrs 365 days a year voicemail service you can order your medication any time of the day or night and on any day of the year, even Christmas, Easter, Bank Holidays and Weekends!

What are our plans moving forward : we are sure you would all like to support our NHS in these unprecedented times and help provide help and care for all our patients who require it, this way we feel that we can provide that service for all. Our new prescription line will remain in place for the foreseeable future.

Emergency and Same Day Prescriptions : we fully understand there are times when patients forget to order medication in time and can run out or be short before their next prescription, and we will try to help but these requests place cause a great deal of disruption to the smooth running of the practice. Please be aware that such requests will be queried with you by the team and may be refused for that same day (but could be ready in line with our 48 hours. We appreciate there are certain medications that will require same day and we will help to facilitate this on this urgent occasion. To prevent this happening please request your prescription in plenty of time to prevent this happening.

We thank you for your continued support and we are happy to listen to feedback about this but we are making more options available to simplify this for you and for us. Don't forget, you need (at least) an annual medication review with our in house

pharmacists / nurse / GP and we will seek to reduce your time ordering medication by looking to switch you to electronic repeat dispensing and further information can be found here → <https://digital.nhs.uk/services/electronic-prescription-service/explaining-electronic-repeat-dispensing-to-patients>

Thank you once again and don't forget, ask us if you have any queries.