

IMPORTANT INFORMATION

PLEASE HELP US TO HELP YOU

Due to the unprecedented workload on GP practices we are adopting a three stage process to help us deal with all medication requests more efficiently and help reduce the strain on the GP's workload.

ALWAYS REMEMBER TO ALLOW TWO FULL WORKING DAYS FOR US TO PROCESS YOUR PRESCRIPTION AND DO NOT COLLECT UNTIL AFTER 4PM!

If your medication is **not** on the clinically approved urgent medication list held by the practice it **WILL NOT** be processed outside of our normal rules as above.

If your medication **is** on the clinically approved urgent medication and you do not give us the processing period required as per our normal rules above, the following commence:

1. On the first occasion, Reception will put this through to the GP for collection **AFTER 2pm** that same day. They will advise you to order in good time for future requests and note this in your records.
2. The second time, Reception will put this through to the GP for collection **AFTER 4pm** that same day. They will advise you to order "as normal" for future requests and note this in your records.
3. If this happens a third time it will again be logged in your record, a GP will be informed a letter will be generated explaining the prescription process and advising you of further actions we may have to take. You will then be asked to come back **AFTER 4pm** to collect your medication.

DO NOT TAKE ANY FRUSTRATION REGARDING OUR POLICY OUT ON THE RECEPTION TEAM – they are acting under the GP's instructions and not making any clinical decisions themselves.

Thank you for your co-operation

Chesterfield Medical Partnership