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MALVERN HEALTH CENTRE



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Dear Patient,

Many thanks for your patience following our merger with Link End Surgery. We are aware that there has been occasion where prescriptions have not been generated within the aspired turnaround time due to demands upon the practice. We have therefore looked carefully at our systems in place for prescriptions and taken advice from our patient participation group. We have recruited a new member of our team, Lisa, as our prescription clerk who is now in post and has improved prescription time to within our target. We now plan to manage our prescriptions more safely and efficiently.

Malvern Health Centre normally needs three working days before we can have your prescription ready for collection. This is due to the large number of prescription requests we receive every day and the administrative work and doctor time required to issue, check and sign them.

Requests for medication to be issued on the same day put a strain on our receptionists and doctors, so we would encourage patients to order their medication before their supply runs out. There are a number of convenient ways to order your medication. Please visit our website <http://www.malvernhealthcentre.co.uk/> for further information about ordering online, ordering through your pharmacy and electronic prescriptions – or speak to our reception team for advice.

We understand that it is sometimes necessary to request medication urgently and at short notice. We would be grateful if you could fill out the brief form below specifying the medication that you would like issued and explaining the reason that it is needed urgently.

Kindly note the following:

- **It is not possible to issue your medication immediately.**
- **All emergency requests for medication are given to the duty GP in the afternoon and will not be ready for collection until after 7pm Monday to Thursday and 6.15pm on Friday.**
- **The duty GP will normally issue no more than 7 days of medication as an emergency supply.**
- **Medication will only be considered to be of an urgent nature if it is included on our urgent medication list, if not on this list your prescription will be ready for collection in three working days.**

Yours sincerely

Dr Toby Spolton