



Dear patient,

Welcome to your new GP practice! This short leaflet will explain how you can order your medication from us.

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### **When?**

You should request your medication no sooner than 1 week before you are due to run out. This will give your GP Practice and Pharmacy time to process and prepare your prescription and ensure that you do not run out. If your medication is requested too soon it may be rejected.

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### **How?**

You can order your medication in a number of ways:

- Patient Access / NHS App
- Email: fgccg.prescriptions.rownerhealthcentre@nhs.net
- Online request by your nominated pharmacy
- Paper request – please leave all requests on the blue post box outside

Please note we DO NOT accept medication requests over the telephone; all requests need to be in writing for patient safety reasons.

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### **How long?**

Please allow at least 3 working days for your prescription to be processed at with us. Please also allow a further 1 to 2 working days for your nominated pharmacy to process your prescription.

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### **Pharmacy Nominations**

- If you have a pharmacy nomination in place with Brockhurst Medical Centre, this will remain in place.
- If you wish to change your nomination, please ask your new pharmacy to change this (you may need to provide the pharmacy with your NHS number).
- If you do not already have a nomination in place, please ask your pharmacy (the pharmacy may require your NHS number if they do not already have it) or here at your new GP surgery to do this.

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### **Collect?**

Most prescriptions are now electronic which means that they will go directly to your nominated pharmacy/appliance contractor.

If you do have a paper prescription :

Please let us know your designated pharmacy to send the prescription/s. alternatively discuss with reception how to set up a nominated pharmacy.

Yours sincerely,

Rowner Surgery