



www.thewillowgroup.nhs.uk

Dear patient,

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

When?

You should request your medication 7 days 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.

How?

You can order your medication in a number of ways:

- **NHS App / Patient Access App or online.** This is the preferred and quickest way to get your prescription
- Email to: fgccg.willow-prescriptions@nhs.net
- Paper request into the practice letter box – *please only use as last resort if no access to the internet.*

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

How long?

Please allow at least 3 working days for your prescription to be processed by us.

Please also allow a further 1 to 2 working days for your nominated pharmacy to process your prescription.

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.

Collect?

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

Yours sincerely,

The Willow Group