Dear Patient 11 September 2018

I am writing to inform you that after a discussion with our Medicine Management Lead at Southend CCG, and following a meeting with the Partners at central Surgery, we are no longer accepting prescription requests of any type **through local pharmacies.**

We have noticed in recent months errors arising with medication, early and/or duplicated requesting and also patients receiving items that they have not requested.

This causes enormous wastage and is very time consuming for the surgery and patients.

We will be informing all pharmacies, care homes and patients using this service that it will no longer be available for our surgery. The NHS is going digital for the safety of patients and as a practice we have embraced the new technology.

Patients will be encouraged to use our online services. Patients who do not have access to the internet will still be able to directly drop their requests to the surgery in the post box provided or send the requests in the post.

Prescriptions will be sent to the patient’s nominated pharmacy as usual using the Electronic Prescription System (EPS).

Patients who have not nominated a pharmacy will still be able to collect their prescriptions from the surgery and pharmacies will still be able to collect prescriptions on behalf of the patients.

I would like to **kindly ask you to use the online service** **to request your prescription if you have access to the Internet.**

Please come along to the surgery with a form of identification including a photo ID to request a username and password to access the online service.

You will find more information on our surgery website [www.central-surgery.co.uk](http://www.central-surgery.co.uk)

Thank you again for your co-operation.

Kind regards

Christine Lloyd

Practice Manager