



## **VICTORIA PRACTICE**

### **IMPORTANT CHANGES FOR ORDERING PRESCRIPTIONS STARTING 6TH JANUARY 2025**

In our ongoing commitment to patient safety and the secure prescribing of medications, we have carefully reviewed our prescription service procedures. After thoughtful consideration, we have made the decision to no longer accept medication requests over the telephone. This change includes the discontinuation of our repeat ordering telephone message service, effective **6th January 2025**.

We believe this change will help ensure a safer and more efficient prescribing process for all of our patients.

For prescription requests, please use one of the following options:

#### **Online**

- Visit our website to register for online services or
- Fill in an online repeat prescription request form

#### **In person**

- Using the right-hand side of your previous prescription to tick medications required and pop this into our secure prescription post box in the main entrance to the surgery or
- Using our prescription request forms to hand write your medications and pop this into our secure prescription post box in the main entrance to the surgery or
- You can hand write your request and post it to us

#### **Via the pharmacy**

- Submitting the right-hand side of your previous prescription to the pharmacy of your choice, who will order on your behalf

**We welcome your cooperation and understanding with our reception team while these changes are implemented. Should you have any questions or need assistance, please don't hesitate to contact us.**