

Prescriptions make up a huge part of our workload. Our priorities are **safety & efficiency**. If a request compromises these, it will be REJECTED. The following points are important:

- A. How is the request made?** You may request prescriptions in the following ways:
1. Via the surgery website – this is the fastest & most reliable method.
 2. Via email to: bwccg.chathamstscript@nhs.net
 3. If you cannot email us, call AFTER 1pm. Requests for medication before 1 pm will be rejected as this is a very busy time period for appointments.
 4. Or ask your pharmacy to request it on your behalf. If they request it inappropriately early, future requests from them will be rejected.
- B. The Request should be CLEAR:** the name of the drug, the dosage, and quantity. If it is not a repeat medication, you must make clear why you are requesting it & whether you've had it before. If there is any lack of clarity, the request will be rejected & you will be texted with a reason (please make sure your mobile number is up to date with us)
- C. Please request meds only when there are less than 7 days' worth of medicine left.** If you request early, the request will be rejected & you will be sent a warning alert via text message. If you repeatedly request medication early – we will issue you with a final warning after which you will be removed from the list for wasting Surgery time & resources.
- D. Doctors will not prescribe medication if they cannot prescribe it safely.** If there are **outstanding reviews**

(bloods tests etc.), you will be given notice to have these done. Should you ignore the notices, the medication request may then be rejected.

E. Paper prescriptions are no longer used unless there is a reason to do so (clinical judgement by the prescribers). **Prescriptions are sent electronically** to any pharmacy of your choice – **please be sure to nominate your pharmacy.**