



LAWLEY MEDICAL PRACTICE

Dr A J Pringle
Dr C Engelberts
Dr R Bhachu

Telephone 01952 560011
Fax 01952 501502
www.lawleymedical.co.uk

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Dear Patients

Re: Urgent Repeat Medication Requests – please help us to help you

- Please plan your repeat medication requests so that you do not run out of medication. This can be done online, and the reception staff can set you up on this system if you are not already signed up for this.
- Please allow 48 hours for your repeat prescription to be generated, checked and signed from when it reaches the surgery (excluding Weekends and Bank Holidays)
- Please allow a further 24 hours if requesting via a Pharmacy.
- Please do not request your medication too early: 3 – 4 days before is appropriate
- Should you have forgotten to order your medication, then please be aware that this is not the fault of the practice. Please help us by asking your Pharmacy if they can provide an emergency supply of your repeat medication until we can deal with the request. Most pharmacies can do this for majority of medications.
- Please do not demand that we deal with this immediately, and please do not ask the reception team to interrupt a GP whilst in surgery. We do not allow the reception team to do this - it is very disruptive for the patients that we are consulting with, and makes it difficult for us to maintain our concentration.
- Please do not shout at the reception team – this will be regarded as abusive behaviour. The reception team will try to help you and offer you the above choices.

Many thanks for your help

The GP Partners

FARRIERS GREEN, LAWLEY, TELFORD, SHROPSHIRE, TF4 2LL