

**PARK GRANGE MEDICAL CENTRE  
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Wednesday 12 January 2022

Dear Patient,

**RE: Reminder regarding 48-hour notice for prescription requests**

I am writing to remind you of our surgery's policy regarding prescription requests.

If you are on regular medications, prescriptions can be ordered in a number of ways (online, in person or over the telephone).

Please ensure that you allow **48 working hours** (excluding weekends and Bank Holidays) before collecting your prescription from your pharmacy.

If you require your medication more urgently, please request before 12 noon and we will aim for the prescription to be ready by 17:00.

Urgent prescription requests should only happen in very **exceptional circumstances**. Your medication is your responsibility and you must ensure that you have a sufficient supply to be able to order repeat prescriptions in good time.

If the surgery is closed, your usual pharmacy may be able to dispense a small emergency supply of your medication, until the surgery is open again or you can contact an out of hours team through 111.

Thank you for your understanding.

Kind regards



Dr Junaid Azam  
GP Partner