August 2024

Dear patient

We have been reviewing our current medicine storage and delivery policies. Unfortunately, as part of this review we have come to the difficult decision to stop delivering your medication to the Osmotherley village shop. This will come into effect from the start of October 2024.

We established our delivery service to ensure that we were able to provide a home delivery service to those patients who find it difficult to leave the house or struggle with regular transport to the surgery. Therefore, as your medications will no longer be delivered to the shop, we are writing to explain what other alternative options are available to you.

The first option would be to sign up for medication delivery to your own home. This option would see your medication delivered to your home monthly. This would be on a Thursday. Please note that you would need to be in and able to sign for it, we cannot confirm an exact time this would be. If you want to go with this option, please complete the attached form and return to the surgery.

The second option would be to come off our delivery list and collect your medications from Mowbray House Surgery; Monday- Friday 8.30-6.30 and Saturday 8.30am-12pm. If you want to go with this option then you do not need to do anything, you will automatically come off the delivery service from October 1st.

We thank you for your understanding, if you have any further questions about this then please do not hesitate to contact the surgery on the telephone number below and ask to speak to a member of our dispensary team.

Yours Sincerely,

A close up of a word

Description automatically generated

Lisa Briggs

Dispensary Manager

**Form A**

**Name:**

**Date of Birth:**

**Address:**

**Telephone:**

**Mobile:**

**Name(s) of representative/carer at the same address who can sign for deliveries:**

Please request your repeat prescription seven days before your next medication is due. We will not be able to process requests made before this time.

If your prescription is to be paid for, a cheque must be given to the driver on delivery. Items not paid for will be returned to Mowbray House Surgery and can be collected from the Surgery when payment is made.  All deliveries must be signed for by you or your nominated representative/carer. If there is nobody available when we call to deliver at your address, we will return your prescription to the dispensary at Mowbray House Surgery for collection and you will be notified of this. The driver is not authorised to enter your property so there must be someone at the property able to receive and sign for the delivery at the door.

This service includes one delivery of your repeat medications per month, one off prescription requests will need to be collected from the surgery.

When the surgery is closed due to Bank Holidays there will be no delivery if your medication is due that day.

Please note that TWO failed medication deliveries or TWO practice repeat medication collections in a rolling six-month period will mean removal from the delivery service.

Please sign to confirm that you wish to start prescription delivery and have read the details above.

**Signature:**

**Date:**

**Office use only: Administration Team**

Assigned delivery area is:

*Please tick when complete:*

Alert added to medical record

Read code added to medical record

Prescription destination message added to medication page