

Insert Practice logo

Insert date

Dear *insert patient name*,

A new way of getting your regular repeat medication

We are writing to you because as part of the contingency planning for Covid-19, NHS England have recommended that we change the way in which you will order your regular medication. Your doctor, nurse or practice pharmacist will issue what is called an **electronic repeat dispensing (eRD)** prescription which will have *insert number* issues on it.

How does eRD work?

Your prescriber will issue a batch of prescriptions for you which will automatically be sent to your regular pharmacy at set intervals.

This means that you are able to obtain your repeat medicines from your regular pharmacy every *insert* days for *insert* months without having to order it with either the pharmacy or surgery each time.

What do I need to do?

You just go to your regular pharmacy when you need more medication, or contact them by phone if you usually have your medicines delivered.

The Pharmacist will ask you some questions when you collect your medication to check that there have been no changes and that everything is still needed. Let your pharmacist know if you are taking any other medicines, or if your medical condition has changed recently. If you have any questions about your medicines, just ask at the pharmacy; they will be happy to help you.

What if I want to change pharmacy?

If at any point you feel you would like to change your pharmacy, all you need to do is ask the new pharmacy or your surgery to change your nomination to your pharmacy of choice. Your regular medication will then be available there.

When do I next need to contact the surgery?

When your pharmacy supplies your last electronic repeat prescription in the batch, they will tell you that it is your last supply. You will then have to contact your GP practice to ask for another set of **electronic repeat dispensing** prescriptions. Your doctor, practice nurse or practice pharmacist may want you to have a blood pressure check, blood test and/or make an appointment to see them before they authorise more eRD prescriptions.

If you have any questions about how Electronic Repeat Dispensing will work for you, please contact *insert contact name and telephone number*.

Yours sincerely,

Insert practice details