**Main Surgery Branch Surgeries**

**McKenzie House Throston Medical Centre**

**17 Kendal Road *01429 282000***

**Hartlepool Victoria Medical Centre**

**TS25 1QU 01429 272945**

***01429 230000*** [**www.mckenziegrouppractice.co.uk**](http://www.mckenziegrouppractice.co.uk)

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***CHANGES TO MCKENZIE GROUP PRACTICE PRESCRIPTION ORDERING***

McKenzie Group Practice would like to inform you of changes to the way in which we are allowing you to order your repeat prescriptions.

We have had to bring these changes in light of the current pressures within the practice due to our Covid-19 response.

We are adopting a new streamlined process across all of our branches for the ordering of **all** prescriptions in order to minimise errors, to improve security and to improve efficiency across the current ordering system.

From **1st December 2020** we are no longer offering telephone ordering and our current phone line service will be closed.

With this in mind we are providing you with information around the available ordering processes from this date as detailed below.

**Prescription Ordering**

The current telephone-based prescription line will no longer be in use and only the following methods of ordering will be available:

1. Online via Systm1 clinical access or by registering through the NHS App
2. By posting your current repeat slip to the surgery. Please make sure this is addressed to: Prescription Requests, McKenzie House, 17, Kendal Road, Hartlepool, TS25 1QU
3. In person - by dropping your current repeat slip into your branch surgery using the box provided
4. Via your nominated community pharmacy if you are eligible for the **Repeat Dispensing Service** – please contact your surgery or community pharmacy for details regarding this. Please note to establish and convert to batch prescriptions we usually require up to 48hours notice

**Prescription Queries**

Any query regarding your prescription or medication should be directed to your branch surgery as the current prescription line number is being disbanded – however please be aware orders **WILL NOT** be taken via this method.

Many thanks

**McKenzie Group Practice**