

Recipient's nameAddress 1
Address 2
Address 3
Address 4
Postcode

0300 311 22 33

england.contactus@nhs.net

7 September 2020

Dear Patient

Mevagissey Surgery – dispensing of medication

You will have received a letter from your GP practice advising you of a change in the practice delivering GP care to you with effect from 14 September 2020 following a procurement process. We are writing to you as you have been identified from the practice records as someone who uses the dispensary at the practice for your medication.

The change of practice and contract means under national legislation there will be a change in how you access your medicines from this date.

From 14 September 2020, the GP practice will provide you with a prescription which you will need to get dispensed from your local NHS Pharmacy. We have included information overleaf regarding the local NHS Pharmacies and their contact details to help you to choose which pharmacy you want to use in the future. We have also included some information to confirm how to order repeat medicines.

We wish to reassure you that we have been working with Mevagissey Surgery and St Austell Healthcare and your local NHS Pharmacies to ensure patients are supported with this change and are able to continue accessing your medication following this change. This includes ensuring patients with the most complex needs are supported appropriately.

Patients who have weekly deliveries of medication

If you currently get a regular weekly delivery of medication from Mevagissey Surgery, you will have received two weeks supply on Monday 7th September and Boots Pharmacy have agreed to deliver your medications free of charge, for 3 months following this. After this you may be asked to pay for deliveries; please discuss this with the pharmacy. Day Lewis Pharmacy in St Austell have also indicated that they also offer a delivery service for patients. You will receive a contact direct from the practice to confirm Boots are going to be delivering to you. You can of course, change to a different pharmacy at a later date by making arrangements with another pharmacy. However, it was important that we put this transition arrangement in place quickly due to the short time period in which the contract will change and to protect



the supply of medication to you.

Your local NHS Pharmacy team and the GP practice will be able to support you with any queries or concerns you may have, however if you need to contact us, we have added our contact details to the information overleaf.

Yours Sincerely

Nikki Holmes

Head of Primary Care

Where you can get your medication

Repeat medicines

Please ensure that you request a repeat prescription at least a week before you will run out of your existing supply.

Repeat prescriptions can be requested by:

- Ordering in writing, either via letter or via existing prescription repeat counterfoils (remember to tick the items you require) These can be either handed in at or posted to Mevagissey Surgery, or
- emailing prescribing.meva@nhs.net, or
- online using The Waiting Room <http://www.thewaiting-room.net/>

To reduce the risk of errors, the practice will only be taking prescription request by telephone on an exceptional basis via 01726 843701.

Mevagissey Surgery will send your prescription to a local NHS Pharmacy (or distance selling pharmacy), of your choice to be dispensed. A list of NHS Pharmacies in the local area is over the page. The practice will send this prescription electronically - please advise the practice which pharmacy you wish to collect your medication from.

Once your prescription has been sent to the NHS pharmacy of your choice, your medicines will usually be ready for you to collect from the pharmacy within 4 to 5 working days. Distance selling pharmacies, also known as internet pharmacies, will deliver your medications free of charge to an address of your choice.

Acute (urgent) medicines

If you are prescribed an acute medication by your GP, then similar to the above the prescription will be sent electronically to the pharmacy of your choice - please advise the practice which pharmacy you wish to collect your medication from (if you haven't previously done this).

Delivery Services

If you were not already having medicines delivered by the practice and it becomes difficult for you to collect your medicines from a pharmacy, it may be possible for the pharmacy to deliver the medicines to you at home. **You will need to contact the pharmacy directly to discuss delivery and should allow a couple of extra days before you need your medicines.** Please note that pharmacies may charge a fee for home delivery or limit free delivery to housebound or vulnerable patients. This is because it is a private service not funded by the NHS.



Further queries

If the GP practice/Pharmacy is unable to answer your query, please contact us via to the NHS England Contact Centre:

By post to: NHS England
PO Box 16738
Redditch
B97 9PT

By email to: england.contactus@nhs.net

By telephone: 0300 311 22 33

Our opening hours are: 8am to 6pm Monday to Friday, except Wednesdays when we open at the later time of 9.30am. We are closed on bank holidays.

Pharmacy	Address	Telephone	Whether delivers, where to	Delivery days
Boots UK Ltd	3 Fore Street, Mevagissey, PL26 6UQ	01726 842349	Yes – towns and surrounding areas	Min once per week, days can vary
Asda Stores Ltd	Cromwell Road, St Austell, PL25 4PR	01726 223810	No	-
Boots UK Ltd	29 Fore Street, St Austell, PL25 5EP	01726 72112	Yes – towns and surrounding areas	Min once per week, days can vary
Boots UK Ltd	25 Polkyth Parade, Carlyon Road, St Austell, PL25 4RD	01726 75442	Yes – towns and surrounding areas	Min once per week, days can vary
Day Lewis Plc	1-3 Victoria Place, St Austell, PL25 5PE	01726 72478	Yes – towns and most surrounding areas	Min once per week, days can vary
Day Lewis Plc	Wheal Northey surgery, 1 Wheal Northey, St Austell, PL25 3EF	01726 72975	No	-
Boots UK Ltd	29 Eastcliffe Road, Par, PL24 2AQ	01726 812917	Yes – towns and surrounding areas	Min once per week, days can vary
Boots UK Ltd	4 Fern Lea Villas, St Blazey, PL24 2JG	01726 815498	Yes – towns and surrounding areas	Min once per week, days can vary
Middleway Pharmacy	Middleway, St Blazey, PL24 2JL	01726 813538	Yes – within approx. 3 miles of pharmacy	Min once per week, days can vary

* If where you live is not listed please contact the pharmacy to check.

If you would like to use a distance selling pharmacy (internet pharmacy) you can find a list of these providers here: <https://www.nhs.uk/Service-Search/other-services/pharmacies/internetpharmacies>. Please don't worry if they are not in Cornwall, distance selling pharmacies must offer their services to patients who live anywhere in England.