

TELEPHONE: 01263 -724500

August 2023

Dear Patient

### **Ordering by voicemail**

We are currently taking part in the General Practice Improvement Programme which has been designed by NHS England to help us control workload and provide safe and equitable care. As part of this review, we will be encouraging all patients that are able to use the NHS App to order medication. The NHS App is a quick, secure and safe way to order medication.

If you are unable to access the NHS App or need help to set this up then please speak to our dispensary or reception team.

### **Why have we made this decision**

For your safety. As this process involves a member of our team listening to your message and manually typing your name and medication onto your clinical record and this has been identified as an area where mistakes can be made.

To release time. This will enable our trained dispensers to concentrate on preparing your medication.

We would like to thank you in advance for understanding and support of our hardworking dispensary team.

Yours faithfully



Dr AQ Maggio  
Senior Partner



Linda Marquis  
Managing Partner