

Ordering medication online during the COVID Pandemic

Wherever possible we need to reduce the amount of face to face contact, but we also want to ensure that as many patients as possible can order their medications without having to leave their home.

Ways to order medication online:

NHS App

We recommend in the first instance that you use the NHS App. The App has its own process for checking your ID using a smartphone. This will give you basic access to order your repeat medication.

See the link below for information on the NHS App:

<https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>

Access to more detailed parts of your medical record can be arranged with the practice at a later date, once the practice has lifted restrictions on patient contact.

Email

You can email your prescription requests to whccg.nfcmg-enquiries@nhs.net

Ensure you include your **full name**, **date of birth** and **address** in your email, as well as the **prescriptions items** you require.

Online accounts with the practice

We are **temporarily** allowing patients to request an online account over the phone. However, in addition to confirming your **name**, **date of birth**, **email** and **home address** over the phone, you will also be asked to **confirm contents of your medical record**. For example an operation you may have had and when this was performed, or the date of a recent appointment with the surgery, who you saw and what it was in relation to.

An account obtained in this way will give you **basic access to medication and appointment booking only**. *This can be updated at a later date, once the practice has lifted restrictions on patient contact.*

As this process is more involved and may not always result in a successful ID verification, we would suggest this option is only used where other options are not possible for you.