Dear Patient

Your discharge prescription was received in pharmacy:

at ..........................................................................................................................

on ......................................................................................................................

and was requested to be ready by .................................................................

Your prescription was completed:

at ......................................................................................................................

on ......................................................................................................................

Our aim is to process prescriptions within 90 minutes. If yours has taken longer than this it may have been delayed for one or more of the following reasons:

1. Your prescription arrived late in the day when there were limited staff on duty.

2. Your medicine was not available in stock and had to be ordered.

3. The pharmacist had a query with your prescription and this caused an unavoidable delay in processing it.

We hope you find this information helpful and would like to apologise if you experienced a delay.
Medicines information
If you would like some information about your medicines you can call the Medicines Helpline between 9am and 1pm Monday to Friday.

Medicines Helpline 01865 228906

Some examples of questions you might want to ask are:
• How and when should I take my medicines?
• Can I take other medicines at the same time?
• Can I drink alcohol with my medicines?

Please note that we can only provide information on medicines given to you from the hospital.

If you have any other questions relating to your recent hospital admission or if you require further supplies of your medicines, please contact your GP.