Medicine Order Line



IMPORTANT NOTICE

- The Medicine Order Line (MOL) is under **increased pressure** at the moment. We recognise this is causing patient concern and we apologise for any inconvenience this is causing. MOL staff are working hard to resolve the temporary service issues. As a result, the time you are waiting in the call queue may be longer please be patient
- If any patients have access to email, please email the MOL with your name, date of birth, GP surgery and telephone number one of the MOL
 operators will call you back within 48 hours to process your prescription request
 - <u>ddccg.northmolonlinerequests@nhs.net</u> for those who would normally call the 01246 number
 - <u>ddccg.southmolonlinerequests@nhs.net</u> for those who would normally call the 0115 number
- If any patients have access to the internet / apps, could we please suggest you try these alternative ordering methods (online ordering via the practice / NHS app). This will free up the busy phone lines for patients who have no other means of ordering their repeat prescriptions
- With the upcoming Jubilee bank holiday, the MOL is accepting prescription requests up to 14 days early rather than the usual 7 days early.
 This means prescriptions can be ordered from May 19

