

Primary Care Commissioning
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To : GP Practices
Community Pharmacies
111 service providers
Heads of Primary Care (NHS
England Teams)
Pharmacy Contract Managers
(NHS England Teams)

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Dear Colleagues

Important note regarding services provided by 'Pharmacy2U' over Christmas and New Year

You may be aware that Pharmacy2U (P2U) – (an internet based pharmacy) is experiencing some difficulty in dispensing medicines to some of its patients. Due to some technical issues at P2U some patients may not receive medicines they have ordered until January 11th. P2U has put in place a plan to contact as many of its patients as possible, to ensure their needs are identified and to refer them to other pharmacies if required.

Patients with an outstanding order are being contacted by email and telephone, those who are unable to wait until January 11th or who cannot be contacted will have their prescription returned to the NHS spine, which means patients can pick up their medicines from any alternative pharmacy using the Electronic Prescription service (EPS).

Any patients registered with P2U should not need to secure a repeat prescription from their GP; if they do not receive their medication they will be contacted by P2U and can choose to wait until they can dispense them or have the prescription released to allow them the opportunity to go to another pharmacy over Christmas and New Year.

Pharmacy staff, GPs and/or call handlers with 111 providers if contacted by patients can use the EPS tracker to support patients by tracking their electronic prescriptions; this will provide information regarding the status of their prescription and the options available to them. In the unlikely event that the prescription has not been released or is not available to be returned, patients should be advised or supported to contact P2U in order to have that prescription released in the first instance. If for any reason P2U cannot be contacted the patient could request an emergency supply from any pharmacy. Failing this the patient can consult their GP with regard to the possibility of securing a replacement prescription.

Further information on the tracker is available on following link:

www.hscic.gov.uk/eps/tracker

P2U are going to send back to the spine by close of play 23/12/2015 all electronic prescriptions from patients who they have not been able to communicate with NHS England is working with the pharmacy to rectify the situation and ensure patients receive a high quality of service going forward.

Yours sincerely



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