

Medicine Order Line

Christmas ordering



As Christmas, New Year and multiple bank holidays are approaching, we expect the Medicine Order Line (MOL) to experience high demand and higher than usual call volume.

To help with the increased pressure on both the MOL service and GP practices, if your medication is due during the Christmas period (between 19th December and 3rd January), the MOL will accept your medication request **14 days** prior to the due date, as opposed to the usual 7 days (For example, if medication is due on 26th December, the MOL will accept the request on the 12th December).

Controlled Drugs will be dealt with in the normal way, whereby future dating them to the date due on the clinical system. These will **not** be issued any earlier. If the date due falls on a weekend or bank holiday, then they will be future dated to 2 working days prior to this (allowing for pharmacies to order in any stock needed).

All patients are encouraged to order your prescriptions in advance ensuring enough time for the prescriptions to be signed by a GP and processed by the pharmacy.

The MOL is one of many ways to order prescriptions. If you have access to the internet or email, you can use the following alternative ordering methods:

- NHS app
- Online ordering via the GP clinical system
- Medicine Order Line call back service – please email:
 - ddicb.northmolonlinerequests@nhs.net (for patients who would telephone the 01246 number)
 - ddicb.southmolonlinerequests@nhs.net (for patients who would telephone the 0115 number)
- Electronic Repeat Dispensing (eRD)

To confirm, the MOL will be closed on the following bank holidays - 26th December, 27th December, 2nd January.

