

RAMSBURY & WANBOROUGH SURGERY

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PLEASE SUPPORT YOUR GP SURGERY!

NHS Digital Services / Online Pharmacies

Dear Patient,

You may be aware of recent local marketing of Online Pharmacy services by companies including Pharmacy2U. Many of these companies appear in the NHS Digital mobile phone applications and website as one option to supply your prescribed medicines.

While you are free to choose to use any Dispensary to supply your prescription medicines, there are a few considerations when using any online pharmacy:

- You cannot have any face-to-face contact with an online pharmacy. They can only deal with patients by post, telephone or internet, not in person.
- In October 2015, one major online Pharmacy was fined £130,000 for selling its patients' details to a marketing company.
- Over Christmas 2015, the same online Pharmacy failed to send out prescriptions for three weeks, leaving thousands of patients stranded without their essential medicines.
- Your prescription will be delivered by Royal Mail, unlike your medications handed to you in the Dispensary by a member of our experienced, trained team.
- In February 2017, the Care Quality Commission inspected one online Pharmacy and found that it was "not safe, effective or well led".

We believe that an internet business, for example Pharmacy2U, is no substitute for your local Dispensary.

Although some display the NHS logo on their mailings, using these alternative private, online providers will reduce the funds available to your GP Surgery. We currently use these funds to employ additional clinical staff (extra Doctors and Nurses), resulting in our waiting times being lower than most other Surgeries.

If you are considering moving to a private provider, we would ask that you consider this carefully and if necessary discuss it with a GP.

Many thanks for your continued support.