

Medicine Order Line

Bank Holiday ordering

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

To help with the increased pressure on both the MOL service and GP practices, if your medication is due near to the upcoming bank holidays, the MOL will accept your medication request **14 days** prior to the due date, as opposed to the usual 7 days.

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.

Did you know you can also use the 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)

To confirm, the MOL will be closed on the following bank holidays – 7th April, 10th April, 1st May, 8th May & 29th May.

