

Medicine Order Line

Joined Up Care
Derbyshire

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
 - ddccg.northmolonlinerequests@nhs.net for those who would normally call the 01246 number
 - ddccg.southmolonlinerequests@nhs.net 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

