

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 (w/c 22nd and 29th December), 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 25th December, the MOL will accept the request on the 11th 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:

- Medicine Order Line ordering form via www.derbyshiremol.nhs.uk
- Online ordering via the GP clinical system
- NHS app
- Electronic Repeat Dispensing (eRD)

To confirm, the MOL will be closed on the following bank holidays - **25th December, 26th December, 1st January.**

