

Laurel Bank Surgery

Old Hall Street, Malpas, Cheshire SY14 8PS
Tel: 01948 860205 Practice Code: N81038

Partners: Dr Richard W S Henney
Dr Mark R Edney
Dr Christine L Snowden
Dr Amy L Evitts
Mr Edward J Rigby MBA

Important Patient Notice

Closure of Medication Ordering Telephone Line

Please be advised that our repeat medication ordering telephone line (01948 860506) will close with effect from:

Monday 6th April 2026

From this date, repeat prescriptions requests will no longer be accepted over the phone.

Why Are We Making This Change?

This change is being made to improve patient safety, reduce the risk of medication errors, and ensure all prescription requests are clear and accurate. This is in line with national best practice.

Ordering prescriptions by phone can increase the risk of:

- Incorrect medication or dosage requests
 - Misheard or incomplete information
 - Delays in processing or clinical review
-

How to Order Your Repeat Medication

Please use one of the following options:

- Use the NHS App
- Use Patient Access
- Leave a repeat slip in the box
- Leave a repeat slip with us when you collect your medication for your next order
- Leave a repeat slip with Malpas Chemist – they can re-order each month for their patients
- Speak to the chemist you collect from about their re-order policies, including:
 - Whitchurch
 - Tattenhall

- Waverton
- Farndon

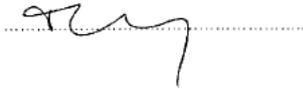
(Some pharmacies may email us prescription requests on your behalf.)

Support for Vulnerable Patients

We recognise that some patients may need additional support.

For our most vulnerable patients, we will continue to provide telephone access for repeat prescription ordering, as agreed with your usual GP. Eligible patients will be contacted directly with details of this arrangement.

Thank you for your understanding as we make this change to support safe and effective prescribing for all patients.



Dr Mark Edney

GP Partner – Prescribing Lead



Edward Rigby MBA MIGPM

Managing Partner