

Important Update: Practice Dispensary Service

Closure of the Practice Dispensary

Trinity Medical Centre will be closing its on-site dispensary service permanently on **31 March 2026**.

This change has been carefully planned, discussed with the NHS Integrated Care Board (ICB), and is being managed in line with NHS regulations to ensure patient safety and continuity of care.

What does this mean for patients?

- Your GP care is not changing
- The practice will continue to process and issue all prescriptions as normal
- Medicines will be collected from a community pharmacy instead of the surgery

Until 31 March 2026

The dispensary will continue to supply medicines where stock is available. As part of a safe closure, no new stock is being ordered, so some medicines may become unavailable before this date. If this happens, the practice will support patients to obtain their medicines promptly from a community pharmacy.

Prescriptions – what is changing and what is not

The practice will continue to process and issue all prescriptions in the same way as now, including repeat and urgent prescriptions.

What is changing is only where medicines are dispensed. Once the dispensary closes, medicines will no longer be collected from the surgery and will instead be supplied by a community pharmacy of your choice.

GP authorisation times, prescription reviews, and clinical responsibility are not changing.

What you need to do

Please choose a community pharmacy and register with them for the Electronic Prescription Service (EPS) as soon as possible. This allows prescriptions to be sent electronically and helps avoid delays, especially after 31 March 2026.

Support for patients who need extra help

The practice recognises that some patients may need additional support, including older patients, vulnerable or housebound patients, and those who use blister packs or monitored dosage systems. The practice is identifying these patients and will work with them to ensure continuity of care, including discussing pharmacy delivery options where available.

Choosing a pharmacy

Patients may choose any community pharmacy and can change their nominated pharmacy at any time. The practice can provide information about local pharmacies if helpful.

Prescription charges

NHS prescription charges and exemptions remain unchanged.

Questions or concerns

If you have any questions or need support, please contact the practice on **01782 395101** and ask to speak with Mrs Sue Bennion (Pharmacy Technician) or Mrs Andrea Conway (Practice Manager).