Dear **[Patient]**

Following your recent visit to the hospital, we have received a hand-written prescription request from your specialist. **We have not issued this medication**. We do not feel that it is safe to issue medications based upon hand-written requests, and have informed the hospital that they need to provide us with a typed letter.

Our experience for many years is that the hand-written requests do not provide us with enough information to safely prescribe. The hand-written letters often are illegible and do not contain enough information about the reason for the medication to be prescribed. For this reason we are no longer excepting hand-written prescription requests from outpatient clinics.

The hospital is obliged to provide GP practices a typed letter within seven days of the outpatient attendance. We will be able to issue any requested medication five working days after receiving this letter. You should thus expect your prescription to be ready two weeks after your clinic appointment.

If you feel that the medication is needed before this time you should contact the specialist via their secretary so that the specialist can issue a prescription for you. If the specialist does not provide you with the medication or a prescription then please contact the Patient Advice and Liaison Service (PALS) at the hospital where you were seen.

Yours sincerely