Dear X

We have received a request from your company to supply information regarding (Patient full name) prior to commencement of (insert drug here) . It is disappointing that despite being an online service you are not accessing the records digitally but instead are contacting Practices. Utilising digital solutions going forward would provide patients with a more streamlined and cost-effective service.

Unfortunately, your letter does not;

*Please choose one of the options below and delete the others*

1. Contain sufficient evidence of patient consent for us to share any data at present. We will require signed patient consent before progressing your request.
2. Identify the name and prescriber’s registration number. We are aware that

General Pharmaceutical Council guidance (February 2025) requires that your digital platform prominently displays the name of the prescriber, the prescriber’s registration number and whether the prescriber is a doctor or a nonmedical independent prescriber. However, practices are receiving requests such as yours from numerous companies and practices do not have the resource to ensure that they are all legitimate. Therefore, before engaging with your service please provide us with the details as requested so practices can ensure they are working with an organisation that is held to the same clinical and regulatory standards as General Practice.

1. Identify how the Practice will be funded for the information requested. The work required to complete this request is not funded by NHS contracts. As such, contractually this work cannot be performed during time in which staff are employed under NHS contracts and will require overtime payments. The cost of managing this request for your services is £X payable in advance. If the name and registration number of the prescriber is not included this will incur an additional cost of £X to enable due diligence.

Once the above has been received by the Practice a patient summary with a record of current medications, current active and significant past problems and any allergies will be provided by the practice administrative staff. Please be aware that the practice health care professionals do not have the capacity to undertake a review of patient’s notes nor take on vicarious liability for your service. Regulators and patients would expect any prescriber to follow all Good Medical Practice guidance before issuing any prescription. The practice has no lower expectation of its prescribing colleagues.

Yours Sincerely