



Dear patient,

### **Medication for Hormone Replacement Therapy (HRT)**

We are excited to announce the new process for requesting HRT medication which is to go live from the 1<sup>st</sup> April 2025.

Having taken on patient feedback we have attempted to streamline the process. Please note this process is for those who are currently prescribed HRT. If you wish to newly commence HRT, this will require an appointment with a clinician and this process is not applicable.

- Requests for HRT will no longer be taken via the telephone. We urge you to utilise the usual means for requesting medication e.g., the NHS app/website, the online portal via SystemOnline or by completing a medication request slip and posting this through the letter box/dropping it off to surgery reception.
- Once your request has been received the HRT questionnaire will be sent to you via text message. Once this is completed and returned to us a routine appointment will be made to review your request. You will receive a text message to let you know when this appointment is.
- As the request will be allocated to a routine appointment, we recommend you time your request to ensure you still have enough medication to cover two weeks.
- Please note this process is for routine review and requests of your HRT only. If you are experiencing symptoms such as unexpected vaginal bleeding, persistent irregular vaginal bleeding, breast lump, persistent breast pain or nipple changes then you need to contact the surgery for an appointment with a GP.

We have also implemented the below requirements to ensure we are prescribing medication safely.

- An annual HRT review with a clinician (via telephone or face to face) will be required. This review requires an up-to-date blood pressure and weight.
- If stabilised on your HRT regimen a prescription for 6 months will be issued with each request (if the annual review is within date).
- HRT medication is not available on repeat prescription.

We hope the above changes are welcomed and if you have any feedback, please do let us know.