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| Click here to enter name and address. |

8 December 2016

Dear Sir / Madam

Re: Patient name, DoB, Address, NHS Number

I am writing to you regarding the above named patient in relation to concerns with the method of supply. The appliances were supplied to the patient before a prescription was generated and a request was made by your company for a FP10 to cover the supply retrospectively.

I would like to reiterate that It is not appropriate to supply items on prescription without receiving a FP10 from the GP. It should be noted also that the GP is under no obligation to provide you with a prescription to cover the supply you have made to our patient.

The Waltham Forest Medicines Optimisation Committee have issued a position statement advising all GP practices not to furnish appliance companies with prescriptions retrospectively in line with the DH policy, unless you can prove a genuine emergency supply was necessary. No emergency supplies should be made without prior agreement with the prescriber. If this was an emergency supply, please could you let me know what date and time you tried to contact the practice before making the supply so that I can investigate further.

I await your response to the queries raised above.

Thank you for your support.

Yours sincerely

Dr XXXXXXX

Position (please insert)