

Private and Confidential

«First_Name» «Surname»

«House_Name»

«Town»

«County»

«Post_Code»

Date: 26/03/2026

PLEASE BE AWARE THIS LETTER CONTINUES OVERLEAF.

«GreetingLine»

Important update about your Medicines Support

We are writing to let you know about a change to the **Norfolk Medicines Support Service (NMSS)**.

NHS Norfolk and Waveney Integrated Care Board has decided to stop this service from **1 April 2026**. The NHS is making this change because there are now other ways that pharmacies and GP practices can support you with your medicines.

You do not need to do anything now.

What this means for you

Previously, the service looked at your individual needs to decide how best to help you with taking your medicines. Based on this assessment, the service arranged for you to receive either:

- a **medicines compliance aid** (also known as a dosette box, blister pack or Pivotell), or
 - a **medicines chart (MAR chart)**.
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What will happen next

Pharmacies, GP practices and dispensing practices are aware of the change. They may contact you to review your medicines support arrangements, if they feel that a review is needed or would be helpful at this point.

Until a review takes place:

- Your medicines will stay in their **current format**
- Your support will **not change**

The review will look at how you take your medicines, and whether there may be better ways to support you in future.

This may mean continuing with your current arrangements or using a different type of support.

You can have someone with you during these discussions if you wish.

Please note that providing compliance aids is not part of the NHS community pharmacy contract. Some pharmacies may choose to continue providing them as a private service, which may involve a charge.

If your current pharmacy, GP practice or dispensing practice cannot provide the agreed support, they will help you find another pharmacy if needed.

If a care worker gives you your medicines

This will continue as normal. The medicines administration record (MAR chart) will be provided by the care agency instead of your pharmacy or dispensing practice. **You do not need to take any action.**

Patient records

As part of the closure of the service, patient records will be transferred from the Arden & GEM Commissioning Support Unit to **NHS Norfolk and Suffolk ICB** after 1 April 2026.

These records will be held securely within NHS systems, not used for any other purpose and kept in line with NHS Records Management Guidance.

Further information and support

More information will be available on the **NHS Norfolk and Suffolk website** from 1 April 2026.

If you need this letter in another format (such as large print, Easy Read, audio, or another language), please contact us using the details below.

If you would like to provide feedback to the ICB about this change, you can contact us:

- **Telephone:** 01603 595857
- **Email:** nwicb.contactus@nhs.net

Yours sincerely,

Norfolk Medicines Support Service