

A photograph of a pharmacist in a white coat handing a box of medication to a customer in a pharmacy. The pharmacist is smiling and looking at the customer. The customer is also smiling and looking at the pharmacist. The background shows shelves of various medications in a pharmacy setting.

Do you pay for hormone replacement therapy (HRT) prescriptions?

Take part in user research

We're looking for people to share their views on the HRT Prescription Prepayment Certificate (PPC) service.

HRT PPCs cover an unlimited number of certain HRT medicines over 12 months, for the cost of two single prescribed items. It could save you money if you pay for HRT medication three or more times within 12 months.

We'd like to speak to you if you pay for HRT prescriptions and you:

- bought an HRT PPC in a pharmacy or over the phone
- have a neurodivergent condition such as attention deficit hyperactive disorder (ADHD) or a learning disability such as dyslexia
- have accessibility needs
- believe you have low digital skills or experience
- need support with reading or maths
- speak English as a second or additional language
- are from an ethnic minority background
- are on a low income or receive benefits such as Universal Credit
- identify as transgender

We'd also like to speak to you if you care for someone who takes HRT medication.

Why take part?

- share your views and experiences to help us improve our service
- receive a high street voucher

How will I share my views?

If selected, you'll be invited to take part in a research session, flexible to you. A member of our team will ask you questions, and you can give feedback on your expectations and experiences.

Sessions usually last an hour and can be held in person, over the phone, or online.

How can I take part?

Scan the QR code or visit https://online1.snapsurveys.com/HRTPPC_Research
You can also call 0191 203 5060.

