

Q: How could we improve this service?

A: “You can’t but please ask the department that sends penalty notices out to [people with] exempt medical conditions to at least [send] a first letter to ask them to use this service to check if they have a valid certificate …”

“… to get a fine … and to pay for four prescriptions in one month has been very upsetting and stressful…” “…an insulin dependent diabetic … for thirty years … [is] worrying about the cost of his next prescriptions…”

* Service user

**Am I exempt?**

**Research nugget**