

HOW TO...

Request a prescription

We need **two working days** to prepare repeat prescriptions, and requests can be submitted using our online service 24 hours a day or can be taken in person during normal opening times Monday to Friday. If you are ordering by post you will need to allow a week.

There are three ways to order your medication;

- **Online Services:** You can access a range of services including the ordering of repeat prescriptions and appointment booking. To be eligible for these services with SystemOnline, please come into the surgery and request your username and password. Photo ID will be required. Please ask at reception for details. There is also a free App available for Apple and Android which allows you to access our online services from your phone or tablet. Just search for 'SystemOnline' in the app store to download and install.
- **Order in person:** Tick the items you require on the counterfoil you received with your previous prescription. Leave the request slip in the special box in the waiting room, no need to join the queue for the desk.
- **Post:** You can send your request through the post to us, again marking your list clearly. If you require the completed prescription returning to you please enclose a stamped addressed envelope (please allow a week turnaround time if posting first class).

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Why don't we take requests by telephone?

Easier telephone access when you really need it

Telephone requests for repeat prescriptions block the line into the surgery for quite a long time, compared for example, with requesting an appointment or a home visit. This means that it is more difficult for you to get through to the surgery in an emergency.

Greater accuracy and patient safety

It is difficult for the receptionists to accurately identify which medicines you need when patients order by phone. This is because many people don't know the names of their medication. Ticking the items on the most up to date medication counterfoil that was issued with your last repeat prescription improves accuracy.

Registering with a pharmacy

From January 2016 pharmacies are **no longer able to order medications on behalf of patients**. However, you can still register with a pharmacy, who can still collect your prescription and deliver your medications.

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