

IMPORTANT INFORMATION

**The Glenfield Surgery
repeat prescription
service is changing**

**READ
ME**



**From 1st December 2016 we
will not accept:**

- 1. Medication requested by
pharmacies on behalf of patients**
- 2. Any prescription requests
made over the telephone**

What is changing?

- If your medicines are usually ordered on your behalf by your pharmacy, you will now need to order your medication directly from The Glenfield Surgery
- You will no longer be able to make prescription requests over the telephone

What do I need to do?

- You can request medicines by dropping your repeat slip off in a designated post box in The Glenfield Surgery foyer or by ordering your prescription directly online
- If you would like to request medicines that are not on your repeat slip, this will need to be done by the completion of a form available at the foyer

How can I request repeat medicines online?

- If you would like to register for online services, please contact the reception desk for access to your login details

When do I order my prescription?

- Please order your medicines a week in advance to ensure that you don't run out as we will need at least three working days to prepare your prescription

Will I need to collect my prescription?

- We encourage you to nominate your regular pharmacy to allow us to electronically send your prescriptions to them
- Your nominated pharmacy will then be able to prepare your prescription for you to collect or have delivered as usual
- If you do not wish to nominate a pharmacy, your prescription will need to be collected from The Glenfield Surgery reception desk

Why are these changes being made?

- NHS authorities have asked us to make these changes to increase patient safety & reduce excessive ordering of medicines