

How to Order Your Repeat Prescriptions

What is a repeat prescription?

A repeat prescription is a list of medication and/or appliances you will most likely need to take regularly and hence can be ordered without needing to see or speak to anyone at the practice.

How can I order my repeat prescription?

There are two ways that you can order items from your repeat prescription. You can either tick what you need on your repeat slip and post this in the designated box within reception. Alternatively, if you have access to your online account, you can put the request through on our website.

How can I get access to my online account?

An application form can be collected from the front desk and when this is submitted alongside two forms of identification, you will be provided with your online login details.

Where will I be able to collect my prescription from and when?

If you have nominated a chemist, your prescription will be sent to them electronically within two working days of your request. Chemists can take a further working day to get your medication ready so please keep this in mind. If you have decided to not nominate a chemist, your prescription will be available to collect from the reception front desk after two working days.

What if I have lost my repeat slip?

You can still order your medication online, even if you have lost your repeat slip. If you wish to request your medication by dropping your repeat slip off in the foyer, you can ask your nominated chemist to print off a replacement for you to tick.

Can I order items that are not on my repeat slip?

You can order medication that you have had prescribed by the practice in the past by either filling in an acute prescription request form, found in the foyer and posting this in the prescriptions box. Alternatively, this request can be made via the query box online. If you would like to request a medication that you have not had before, you will need to book an appointment to speak to a clinician.

Why are some of my regular medicines not being added to my repeat?

There are some medicines which carry a higher risk and in the interest of patient safety, we ask patients to request them as an acute prescription when they are needed. This is so that the medication request is scrutinised more closely to ensure it is safe for you to continue taking them. Short term medication will also not be added to your repeat prescription and should be requested on an acute basis.