

The background is a solid blue color with white silhouettes of various flowers and leaves scattered across it. The silhouettes include maple-like leaves, daisy-like flowers, and other leafy plants.

PRESCRIBING

Guidance for patients

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The process of ordering repeat medication is quite simple. There are various ways to do this as below

- Online
- By email
- Fax
- In person
- By post

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- Once you have made your request leave it with the admin and clinical team to deal with it.
- Please don't forget the process time is **48 hours.**
- If there is a query or problem with your request you will be contacted.
- If you are not contacted then it means your prescription will be ready in the time frame allotted.

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- Patients DO NOT need to phone the reception to ask if their prescription is ready before the 48 hours is up. This puts unnecessary workload on reception staff who are dealing with more urgent issues.
- If you have a nominated chemist, please speak to them AFTER 48 HOURS if your medication is not ready.
- Please allow yourself enough time to request your medication so that you don't leave it too late.

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- If you don't have online access to system one please speak to reception to sort this out for you.
- If you are being prescribed a controlled drug you will not be able to have this sent electronically.
- If you request a medication that is not part of our practice formulary then you will be asked to go back to your consultant to have this done
- If you come in with a prescription request after being discharged by the hospital then note this also is 48 hours and WILL NOT be done immediately. If you want the medication straight away then go back to the hospital pharmacy to obtain it.

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- There are many medications now that can be bought over the counter and as part of a new initiative with NHS England, GPs will be asking patients to buy these drugs rather than obtaining them on a prescription.
- In order to stop over ordering of medications we encourage our patients to request their medicines themselves and not via their chemist. Boots has already stopped doing this service and other chemists will follow suit. Patients ultimately are responsible for their own ordering and know what they need.