

How soon can I re-order my prescription?

We request that, where possible, you order your medication all together once a month.

This can be:

- Between 7 and (no less than) 2 working days of your medication being due. Your next medication will be available 2 working days later after 2pm.
- At the time of picking up your regular medication we may be able to take back your repeat request for following month - your medication will then be ready 4 weeks later.

Why does it take 2 working days to get my prescription?

We are unable to keep every drug in every dose in stock on the premises. We ask for 2 working days to allow us time to order your medication in from our suppliers.

When will my repeat be ready to pick up?

Requested on Monday	Available after 2pm on Wednesday
Requested on Tuesday	Available after 2pm on Thursday
Requested on Wednesday	Available after 2pm on Friday
Requested on Thursday	Available after 2pm on Monday
Requested on Friday	Available after 2pm on Tuesday

Please remember to allow time for public and bank holidays.

How can I request my repeat prescription..?

- **In person**
Tick the items you need on your repeat slip.
Hand it in to reception.
Or put it in the box located on the right, just inside the door to the waiting room.
If the surgery is closed post it through the letter box. This will be count as being received on the next working day.
If you do not have your repeat slip, you can fill in a prescription order form from reception.
- **By post**
Send us your repeat slip with the items you require ticked off or a note requesting the items (please include your full name, address and date of birth) and don't forget to allow extra time for post to arrive.

For non-dispensing patient, if you would like us to post your prescription, either to your home or to your nearest chemist, enclose a stamped addressed envelope with your request.

- **By telephoning** the dedicated dispensary line on 01278 760010
- **By fax** to 01278 761980

We are unable to accept prescription requests on the main surgery number.

What if I need more than one month's supply of my medication?

Please inform us at the time of ordering that you need more than a month's supply. If you are able to give a valid reason e.g. you will be going away on holiday, we should be able to accommodate your request. If we are not aware of the special circumstances this request will more than likely be refused.

Why can I not have more than 1 month supply of my prescription at a time?

The practice will only prescribe a months supply of medication at a time. This is to prevent wastage. The practice has to dispose of thousands of unused items every year. In addition to preventing wastage, GPs are able to monitor on-going conditions more closely by conducting more frequent medication reviews and recalling patients who need to be seen.

What happens if the medication I want is not specified as one of my repeats?

You can either telephone a doctor to request it directly or you can put it in as a medication request and dispensary will check with a doctor that you can have it. Your request may be refused as the doctor may want you to make an appointment to discuss it.

Repeat prescriptions take 2 working days.

What happens if I need to get my repeat sooner than this?

Although we encourage patients to plan ahead, there can be circumstances when medication may be needed before 2 working days. Please tell us of such circumstances when you hand in your repeat request. We try to accommodate where feasible. If we are unable to fulfil your request as we do not have your drugs in stock (and there is no time to get them in from our suppliers) we can give you the written prescription (FP10) to take to a chemist to be dispensed. Please be aware that in some cases the Chemists will also need to order the medication.

Can I get a private prescription from the surgery?

Please speak to your GP directly about being prescribed a private prescription. Costs for these items will vary depending on the medication and amount prescribed. VAT is charged on private medication.

Private prescriptions issued by Consultants cannot be dispensed at the surgery and need to be taken to a Chemist.

Can I get my medication delivered?

We deliver in exceptional circumstances by using our voluntary drivers.

How should I dispose of unwanted medication?

If you no longer have any need for medication, please bring it back to us and we will dispose of it correctly and safely.

Am I eligible for a Medical Exemption Certificates?

Certain conditions require medication for life. If you are diagnosed with one of these by your GP you may be eligible to obtain a medical exemption certificate. Speak to your GP for more information. Application forms are available at reception. Once filled in, please hand it back to reception. The Doctor will then complete the form and send it off. The certificate will be posted back to you directly. The certificate needs to be renewed every ten years.

How can I get help with paying for prescriptions?

Please ask reception for an HC1 form to fill in.