

How to order Repeat prescriptions on the NHS App

1. Log into the app using your email and password. If you can't remember your password, select 'reset password'. If you do not have an account, follow the instructions to register.
2. Once you have logged in, you will be led to the home page. On this page you should see the option 'request repeat prescription'. Alternatively, you can press the 'services' button at the bottom then select 'request repeat prescription'.
3. The next page will likely show you the address of the pharmacy your prescription will be sent to. Check the details are correct, if not you can change it. Then press continue.
If the app skips this step, your prescription will be sent to your usual nominated pharmacy.
4. On the next page it will bring up a list of your repeat prescriptions that are available to order. You may be asked to enter more information about your request.
5. After selecting all the repeat prescriptions that you want to order, select to 'confirm and order prescription' and it is done!
Please wait 2-5 working days before collecting your prescription from the pharmacy

"I can't order my repeat prescription"

It may be because:

- You need a medicine review by your GP practice.
- It is too early to order your medicine.
- It is an acute (short-term) or one-off prescription.
- You have already requested it.
- You have a repeat dispensing prescription.