

## Wansford and Kingscliffe Practice: Repeat Prescriptions

### **WE ARE MAKING CHANGES TO THE WAY YOU ORDER YOUR REPEAT PRESCRIPTION**

Understanding what this will mean for you

#### **What are repeat prescriptions?**

Repeat prescriptions are the regular medicines that you can order without having to see your doctor each time.

#### **What is changing?**

The way in which you order your repeat prescriptions is now changing. In the past 'AUTOMATICS' or 'MANAGED REPEATS' were collected by the pharmacy on your behalf. This process will now be ending and you will no longer be able to order medicines in this way. You will need to order your repeat medication directly from the GP practice as detailed below.

#### **How do I request a repeat prescription?**

When the doctor issues a repeat prescription you will get a repeat slip and this shows all the repeatable medication you are using.

When it is time to reorder your medication you can

- A) **Order your repeat online** – this is the simplest way to order your repeat's if you do not have a login one can be requested by calling reception.  
Your prescription will be sent electronically to the pharmacy of your choice.
  
- B) If you do not have Internet access we are still taking prescription requests over the telephone. You are able to call the Repeats Line on 01780 783994 to request your medication. The opening times for the repeats line are 9.00am to 11.00am Monday to Friday

**Please do not come into the practice to order your medication**

These are the preferred methods of ordering. For non-internet requests please clearly tick the items you require on your repeat slip and either

- C) Drop in the internal/external post boxes at both surgeries [remove]
- D) Send by Post to Wansford Surgery

#### **How long does it take? When will my prescription be ready?**

You should order your medication **ONE** week before you need it. Prescriptions will be ready to collect **THREE** working days after requesting. It will be sent electronically to your usual pharmacy for dispensing.

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If you are going on holiday please let the surgery know.

Request Received	Script ready by
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday

Please remember it is your responsibility to ensure you order your repeat medication on time and allow adequate time for your request to be processed

### **Repeats for delivery**

Please order repeat medication for Delivery at least a week before they are due to allow the surgery and pharmacy time to process your reorder.

**DO NOT WAIT UNTIL YOUR MEDICATION HAS  
RUN OUT BEFORE RE-ORDERING**

### **Why is this happening?**

Under the old system some patients were building up stock of unused medicines and the new system will help to improve safety and reduce medicine waste.

### **Urgent requests (less than 48 hours)**

Patients must have a valid reason for requesting a 'same day' prescription and forgetting to order is not a valid reason for requesting an emergency supply.

### **What if I have a problem with my repeat prescription?**

If you find you do not have enough medication to last until your next supply is due you will need to request your prescription early, please speak to the surgery about this.

### **What happens when I am on my last repeat?**

All repeat medication can only be issued a certain number of times before you need to be reviewed by the surgery. If you are due for a medication review a message will be printed on the repeat slip asking you to make a telephone appointment. Due to winter pressures the surgery will not be commencing this until the New Year.

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### Picking up your repeat prescription

Please check all the medicines are correct and still required when collecting the prescription as once medicines have left the pharmacy they cannot be changed.

**There is support for you in getting the best from the repeat prescription service. If you are unsure about anything please ask the pharmacy or GP**