



**SITE: ASTON CLINTON SURGERY**

## **HOW TO ORDER A REPEAT PRESCRIPTION**

**This leaflet will explain:**

- **The system for ordering a repeat prescription**
- **Why we have this system**
- **How it will help you**

### **The System**

You can order a repeat prescription for medication that you have regularly and on 'repeat'

- via the NHS app
- Register for patient access, please speak to reception or go onto the Westongrove website for information how to register.
- Fill out a medication request form or ticking the appropriate boxes on your B side of your prescription slip. We have a letterbox outside for prescriptions or a box inside the porch.

Repeat prescriptions cannot be ordered over the telephone unless previously agreed.

We require **at least two working days** to process your request. We advise requesting your medication earlier if you are going on holiday or before a Bank Holiday. This is to ensure that there is sufficient time to produce the prescription, ready for collection at the place of your choice. We do not operate an 'express' or 'urgent' service. However we do recognise that there are sometimes exceptional circumstances when a patient needs their medication more quickly and we will do our best to help you in these circumstances.

If you require medication that you do **not** have regularly and is not on your repeat medication B side you will need to request via the **ASK FIRST** app or by written request. Please add the name of the medication, strength and dose to the bottom of your repeat form or complete a repeat form in the surgery. These will also minimum of two working days to process.

We are now providing electronic prescribing (EPS) where the prescription will go down line to the pharmacy of your choice. If you need any further information please speak to Reception.

Your signed prescription will remain at the surgery unless you indicate to us where you would like it to be forwarded to.

If you are asked to see a doctor before a further supply can be issued, it is important for you to do so. All patients taking repeat medication require an annual review with the doctor and this date is printed on your repeat prescription. You will be able to pre-book an appointment up to four weeks before your review is due. If you do not attend for your review, your prescription may not be authorised by your doctor.

If you are on stable repeat medication you may be able to have multiple prescriptions issued. This system is called Repeat Dispensing and enables the Doctor to print out a number of prescriptions in one go, eg: six one month (28 day) prescriptions, and authorise a pharmacist of your choice to then issue the medication to you on a monthly basis. This will save you submitting a repeat request to the surgery each month.

If you have more than one repeat medication each month, you may save money on your prescription payments by getting a prescription pre-payment certificate. These can be obtained by filling in a FP95 form available from your local pharmacy or by telephoning 0845 850 0030.

### **Why we have the system**

To ensure that patients are receiving regular reviews and are receiving the appropriate medication for their needs. To allow us sufficient time to process your repeat medication requests, and enable your doctor to check and authorise your prescription.

### **How it will help you**

To ensure you receive ongoing effective medication within a reasonable timescale and that you have your medication checked on an annual basis by a doctor.

If you need further clarification please contact

Useful Contact Information

Internet [www.westongrove.com](http://www.westongrove.com)

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