



SITE: WENDOVER HEALTH CENTRE

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 is on 'repeat' by:

- Logging onto your Patient Access account or use your NHS APP to request your repeat medication (please note that you cannot request past medication or medication that has been prescribed for acute conditions this way- please make a telephone appointment with the GP for these requests)
- Leaving your request slip in the repeat prescription boxes available in the foyer or the post box
- Post, if you wish for us to post your prescription back to you, you will need to include a stamped addressed envelope

This applies to dispensing and non- dispensing patients.

Wendover Health Centre is able to dispense to patients that live a crow mile more from a chemist or the Health Centre and live in a designated rural area (Stoke Mandeville is classed as a non -rural area which is why we cannot dispense to those living in Stoke Mandeville)

If you are a non- dispensing patient and want your repeat prescription to go to a chemist of your choice please mark this clearly on your prescription.

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. Unfortunately this system is not currently available for dispensing patients however we do offer a similar system.

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.

Our Dispensing Team ask for 5 working days from receiving your repeat prescription request to you collecting your medication- if you are going on holiday please request sooner. It is also advisable to allow extra time before bank holidays.

Everyone on repeat medication will need a medication review appointment with their GP- the date this is due is found at the bottom of your repeat prescription.

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

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