

## Please remember:



- We do NOT take prescription requests by telephone or verbally at reception (except in exceptional circumstances).
- You cannot collect your prescription from the surgery on a Saturday, Sunday or Bank holiday as we are closed.
- Only order the medicines that you need to help prevent medicines wastage.
- Requests for acute medicines (those not on your repeat slip) can be ordered using the repeat prescription service however please provide all relevant information.
  - A request for a 'non-repeat' medication may take longer to process as may require querying with a clinician.
  - A prescription cannot be expected to be generated in all cases.
- If you have a **query** regarding a medication, you have **already ordered** via one of the methods listed in this leaflet then the Prescription Hub can be telephoned.

If you have any questions regarding this patient information leaflet, please ask at your GP surgery reception.



This patient information leaflet has been produced by Severnvale Primary Care Network.

## Contact details:

- ☎ 01454 205099  
(for medication queries only, open 10am-12.30pm & 2.30pm-5.00pm)
- ✉ Severnvale PCN Prescription Hub, c/o Almondsbury Surgery, Sundays Hill, Almondsbury, Bristol, BS32 4DS
- ✓ **Working hours**  
8.30am-5.30pm (Mon to Fri)
- ✉ **Email**
  - Almondsbury**  
[bnssg.almondsburyprescriptions@nhs.net](mailto:bnssg.almondsburyprescriptions@nhs.net)
  - Pilning**  
[bnssg.pilningprescriptions@nhs.net](mailto:bnssg.pilningprescriptions@nhs.net)
  - Severn View**  
[bnssg.severnviewprescriptions@nhs.net](mailto:bnssg.severnviewprescriptions@nhs.net)
  - St Mary Street**  
[bnssg.stmarystreetprescriptions@nhs.net](mailto:bnssg.stmarystreetprescriptions@nhs.net)
  - Streamside**  
[bnssg.streamsideprescriptions@nhs.net](mailto:bnssg.streamsideprescriptions@nhs.net)

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Healthier Together

Improving health and care in Bristol,  
North Somerset and South Gloucestershire



# How to order your Repeat Prescriptions with Severnvale Prescription Hub



SEVERNVALE  
PRIMARY CARE NETWORK

Almondsbury Surgery  
Pilning Surgery  
Severn View Family Practice  
St Mary Street Surgery  
Streamside Surgery

## What is a Repeat Prescription?



It is a prescription you can get without having to see your doctor, however first of all your doctor will decide whether it is safe for you to have this medication regularly without being seen.

There will be a limit to the number of issues, after which there will be a review of your treatment, possibly after you have had routine blood tests or other investigations e.g. blood pressure check, spirometry.

## How do I order a Repeat Prescription?

- Use your repeat slip to order your prescription.
- A repeat slip is an up to date of your current repeat medications – ask reception for a copy if needed.
- Submit your request to the Prescription Hub (Rx Hub) by:
  - ✓ 1. Via online access (ask at GP reception)
  - ✓ 2. Via e-mail (see Contact Details on back of leaflet)
  - ✓ 3. By paper/hand to the surgery
  - ✓ 4. By post (see Contact Details)
  - ✓ 5. From your local community pharmacy

Our preferred methods are 1 & 2.

## Online Requests (Patient Access)



If you would like to order your prescriptions online, please ask at your GP surgery's reception for further details.

## What happens to the request?

- Requests are processed by our designated Prescription Care Co-ordinators which includes checking it is due, including an over or under use check.
- If due, the prescription is generated and set aside for the doctor to sign, either by hand or electronically if the prescription is processed using EPS (Electronic Prescription Service)
- If it is not due, and no reason has been given why it is being asked for early, it will not be processed.
- If there is any query regarding the prescription request it is passed to a prescriber before the prescription is generated. This could delay the prescription, though not normally by any longer than 1 working day.

## Collecting your Prescription Medication

- Allow a minimum of 72 hours for your prescription to be ready at your community pharmacy
- If the prescription is part of a Community Pharmacy Repeat Prescription service, it will be sent electronically to your nominated pharmacy.
- If you wish your prescription to be posted to you please include a stamped addressed envelope with your request. Please be aware we do not post prescriptions for controlled drugs (e.g. tramadol, morphine, pain patches)
- Prescriptions are not allowed to be collected by children.

## Be responsible with your medicines



- Do not take other medicines without checking with your doctor or pharmacist.
- Know the names of your medicines and what they are used for.
- Return unused, unwanted and out-of-date medicines to your community pharmacy for safe disposal.
- If you stop taking a prescribed medicine for any reason, please tell your doctor immediately.