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Dear patient

Before you begin to use Patient Access we would appreciate it if you could read the following guidance regarding ordering prescriptions online. Please keep this page of the document for your own reference.

Repeat Prescriptions

This application allows you to order repeat medication only, any other medication should be ordered through the reception team as normal (please bare in mind not all types of medication are available on repeat).

- Log into your Access account and scroll down to the Repeat Prescriptions.
- Select 'Make a request' and you will see a list of your current repeat medications which you can select from. There is a comment box underneath where you can type any message you have relating to the medication. You can also use this to enter the chemist name that collects on your behalf.
- Click 'Submit request', check the details are correct and then select 'Confirm'. **Please allow 48 hours for staff to process your request for collection at the surgery and 72 hours for collection from your designated chemist.**
- Log into your account and scroll down to repeat Prescriptions again where you can check the progress of your request.
- If the request has been accepted your prescription will be available for collection at the surgery 48 hours later and 72 hours from your designated chemist.
- If the request had been declined by the GP there will be a comment as to the reason why. This could be because the medication is not due for renewal or the GP may wish to see you for review before the medication will be issued. If this is the case please book an appointment online or call the surgery.

Inappropriate Use

We will be monitoring the use of this service and we are sure that you will find it most useful. If however, we find that any users are abusing the service, we will revoke your access to the service and you will have to liaise with our reception team for services.

Please note access to this service can be withdrawn at any point without notice.