

Access the NHS App

Please scan the QR code to access the NHS app:



If you cannot access the NHS app, or have a device to access it on, then you can use the website:

[Access your NHS account - NHS](#)

This shows you all the same information as the app.

Reception is open for telephone contact between:

Monday to Friday: 8am - 6.30pm

Our Receptionists are fully trained to provide you with the best possible assistance.



**Grove House Practice
St Paul's Health Centre
High Street
Runcorn**

Tel No: 01928 566561

**Cancellation line: 01928 842577
(message facility only)**

Website: www.grovehouse.co.uk

If you require this leaflet in a different format or if you need further information or advice, please contact the Practice

Ordering Your Prescriptions

Grove House Practice



Ordering your Prescription



The easiest ways to order repeat prescriptions is by using your [NHS account](#) (through the NHS website or in the NHS App)

You can also:

- Fill out a repeat prescriptions request form
- Bring the paper form to the surgery, Monday to Friday from 8:30am to 6.30pm

Your request can be put in the box in our foyer area or sent via post, though using online services is the quickest and most efficient way.

We do **NOT** take repeat prescription requests over email.

Collecting your prescription

Your GP will send your prescription directly to your chosen Pharmacy and you can collect your prescription from the pharmacy. You will need to choose a Pharmacy to collect your prescription from. We call this nominating a Pharmacy.

Please Note: Currently it is taking much longer for medications to be dispensed, due to pressures on Pharmacies.

Because of this, we are currently allowing you to order medication 15 days before you are due to run out of your medication, rather than our usual 10 days.

Questions about your prescription

If you have questions about your medicine, your local Pharmacists can answer these. They can also answer questions on medicines you can buy without a prescription.

The NHS website has information on how your medicine works, how and when to take it, possible side effects and answers to your common questions.

[Go to Medicines A to Z \(nhs.uk\)](#)

If you would like to speak to someone at the GP surgery about your prescription, we have Prescription Clerks available after 10am. Please call on **01928 566561**.

You can also complete an online consult via our website, if there are any queries you feel a GP would need to answer.

Medication reviews

If you have a repeat prescription, we may ask you to come in for a regular review. We will be in touch when you need to come in for a review. This review could be with a GP or our Clinical Pharmacist.

We may also ask you to have a blood test done as part of monitoring your repeat medications.



NHS prescription charges

The current prescription charge is £9.90 per item.

Prescription charges are for each item not each prescription. For example, if your prescription has 3 medicines on it you will have to pay the prescription charge 3 times.

Some items are always free, including contraception and medicines prescribed for hospital inpatients.

If you know you'll have to pay for a lot of NHS prescriptions, it may be cheaper to buy a prescription prepayment certificate (PPC).

Please only order the medications you need

A large amount of medicines are wasted in Cheshire and Merseyside each year. We need your help to reduce this.



Check what medicines you have at home before you order your repeat prescriptions. If you have enough, only request the medicines you need this time. You will still be able to order others again in future

Speak to your Pharmacy team if you have any questions about how to change your prescription request.