



A GUIDE TO ORDERING YOUR REPEAT PRESCRIPTION



Written by B Lewis, October 2010, last updated August 2023

Every week hundreds of repeat prescriptions requests are processed. Please help this process to run smoothly by following these simple guidelines.

How do I order my repeat prescription?

There are 4 different ways you can order your prescription from us:

- **Online** – You can do this via the Patient Access or NHS app. If you already have this go to the medication tab and choose the medication you wish to order. If you do not have this, please email the IT team on bnssg.IT.ABS@nhs.net.
- **From your local pharmacy** - Speak to your local pharmacy and enquire whether they offer a prescription ordering service
- **By hand** - Tick which items you require on your pre-printed prescription slip or fill out the blue slip available from reception listing which items you require and drop it in the grey metal prescription box in reception
- **By post** - You can post your prescription request to us.

We are unable to take prescription requests over the telephone

How long will it take for my prescription request to be processed?

We require at least **2 full working days** in which to process your prescription. Sometimes it may take longer than this, as

your GP may need to review your prescription and check that it is still suitable for you to continue taking the medication. Remember that you need to allow the pharmacy (chemist) time to dispense your prescription. They may sometimes need to order in your medication for you. Please allow plenty of time when ordering your medication.

After processing your prescription we sometimes might request that you come to the surgery for a review. This review may involve seeing a nurse or pharmacist who may need to check your blood pressure or take some blood tests and talk to you about your condition. This check is important for us to ensure that you are still taking the most appropriate medication for you and your condition. We will add a note to your prescription or send a text message if we need you to make an appointment.

How do I get my new prescription?

You can either:

- nominate a pharmacy; we can send the prescription electronically directly to the pharmacy or the pharmacy will collect the prescription from us.
- collect your prescription from us
- attach a stamped self addressed envelope to the prescription request and we will post the prescription back to you (please allow extra time for the post)