



## How do I get my repeat prescriptions?

For **routine** repeat prescriptions, you can request them either online via Patient Access, Econsult or by filling in a form available from the surgery and taking it to reception. **Requests are not taken over the phone.**

Please allow **7** working days before you are due to run out. Please do not request your prescription earlier than this as it will be rejected. **If you are going away or on holiday and require more than your regular amount, please make a request to the surgery in writing. We are only able to issue 3 months' supply of medication at one time. For holiday requests, if this is for a controlled medication we are able to issue only one month's supply.**

Once your request has been received it will take **4** working days for your request to be processed by us. If your prescription is sent electronically to your nominated pharmacy please allow **2 to 3** working days for the pharmacy to dispense your medication. Some pharmacies will send a text to inform you when your medication is ready for collection.

If you do require a prescription **urgently**, please fill out a request, mark it as urgent and then hand into reception or place in our prescription box (there is a box on the front gate and it is emptied on working days only). However, if your request is **urgent and the surgery is closed** please call NHS 111 or at the discretion of your Pharmacy they may be able to supply an "Emergency Supply of Medicine".

**Acute medication** - if you do require a repeat of your acute medication you will need to contact the surgery and make this request in writing – Econsult would be the best means of communication.

If you are on several medications that run out at different times, please fill out a medication supply form for your medications to be aligned.

**Please also note that we do not take prescription requests over the telephone.**

*Plan ahead to make your repeats simple*