



## Repeat Prescription Guide

- We can receive over 150 requests for repeat medication each day.
- Each of these requests needs to be processed, reviewed, printed and signed by a GP.
- We aim to process your prescription within **2 full working days**

However, as with any organisation there are sometimes reasons why this service may not be possible.

- For your safety, please make sure that we receive your requests **3 full working days** before they are due to allow for any delays that may occur. **This is your responsibility.**
- For some medications, if you ask for them to us too early, we cannot issue a repeat for safety reasons. It is therefore best if you always aim for 3 full working days before. At busy times of year such as holidays or Bank Holidays, please continue to apply the 3 working day guidance. It slows the whole surgery down if we receive extra, unnecessarily early, requests.

We would also request that you do not call the surgery to check if a prescription is ready – please use the guide below. If reception staff are taking prescription queries, they are not able to carry out their other important administrative tasks and all patients are affected.

### Reasons prescriptions can take longer:

- If there are queries or if there are safety issues the processing will take longer
- If a patient is due for a regular medical review the process will take longer
- If the GPs have had an extra busy surgery they may not be able to sign until after 7pm
- If the surgery is short-staffed the process may take longer
- If you have requested that the prescription be sent to a chemist it will be 3 working days
- If you have written to us and enclosed a stamped self-addressed envelope please allow 7 working days to allow for the postal service

### New online services

- We have introduced a new online service for repeat prescriptions that allows you to track the progress of your prescription. Please see our website or ask reception for further information.

### When will your prescription be ready?

- We have a regular pattern of activity when prescriptions are processed during the day. This means that the time we receive the prescription will also affect when it is ready. The table below will provide you with some guidance.

<b>RECEIVED In surgery BEFORE 12 PM</b>	<b>READY In surgery AFTER 3 PM</b>
Monday	→ Wednesday
Tuesday	→ Thursday
Wednesday	→ Friday
Thursday	→ Monday
Friday	→ Tuesday
	<b>At chemist ADD 1 DAY</b>

<b>RECEIVED In surgery AFTER 12 PM</b>	<b>READY In surgery BY 11 AM</b>
Monday	→ Thursday
Tuesday	→ Friday
Wednesday	→ Monday
Thursday	→ Tuesday
Friday	→ Wednesday
	<b>At chemist ADD 1 DAY</b>

### Simplifying your ordering

- It is simpler for you if you only have to order your repeats every one or two months. If you are finding that you need to order more often than that as your medicine runs out at different times, please let us know. We will try to bring all your repeat medication into line so that you can order less frequently. This will help you and will also help us as we will receive fewer requests.

### Please Note

- Unless you have had a specific formal arrangement with your GP (if you are housebound / special circumstances) we will not be able to take any requests for repeat prescriptions by telephone.