

REPEAT PRESCRIPTIONS

As from 1st May 2004 we will no longer be able to take prescription requests over the telephone for the following reasons.

- Over the years the number of patients who take long-term medications has risen considerably and this has resulted in increased telephone calls to the surgery requesting repeat prescriptions. These calls block our telephone system and patients who are telephoning for appointments, visits, test results, etc., are finding it hard to get through to the surgery.
- Telephone requests for prescriptions can lead to errors occurring as many drugs have similar sounding names.

HOW TO ORDER YOUR REPEAT PRESCRIPTION IN THE FUTURE

Attached to your prescription you will find a list of your repeat medication. Please tick [] the boxes of the medication required and return to the surgery by either:-

1. Post it in the prescription request box which is situated in the waiting room.
2. Send it by post at least 7 days in advance due to postal delays. If you wish we can return the prescription to you if you enclose a stamped addressed envelope along with your request. However, this can also take up to 7 days so please allow plenty of time before your medication runs out.
3. Fax your request to us - making sure the items you require are written clearly. Fax No is 0161 626 2499.
4. You may also order via the internet on repeats.stmarys@nhs.net or via the link on the website). Prescriptions sent in after 5.30pm may not be processed until the following day.
5. Via EMIS Access if registered - ask for details at reception.

Please enclose a stamped addressed envelope if you are not collecting your prescription personally or are having it delivered by a pharmacy. It is advisable to order at least 7 days in advance due to postal delays.

PRESCRIPTION COLLECTION/DELIVERIES

- Prescriptions can be collected after 12 noon the day after we receive the request. However, if you have ordered using the internet your prescription request will be ready if ordered before 5.30pm. Sending your request in later may result in your prescription not being ready until after 4pm.
- If you have arranged for a pharmacy to collect your prescription from the practice please mark the name of the pharmacy you wish to use clearly on your counterfoil.

Urgent requests for prescription items will be dealt with sympathetically but requests will be monitored to prevent abuse of the system.