

Prescriptions **cannot** be requested by telephone



You may make your request by:

- Log in to your **Online Access** account to select the items required
- Via your mobile phone or tablet:

[Online Access mobile app - Android](#)

[Online Access mobile app - IOS](#)

If you have lost your Online Access user name or password, please contact our team who will be ready to assist you.

- By hand (and dropped in the box by the reception desk)
- By post (please enclose a self-addressed envelope)
- Ask your pharmacist to forward your request.  
This is no longer recommended, as every extra step of handling increases the chance of mistake.  
It may also take extra time to process requests this way.  
However we recognise that some people have nobody else to help them.  
You will need to sign an authorization letter at the pharmacy.



Most prescriptions are sent directly by secure **electronic** transmission, to the pharmacy of your choice.

**Electronic requests and electronic prescriptions are handled personally by your GP.**



It is still possible to print out the "green" paper prescriptions. Please note this will be processed by other members of staff, and therefore subject to slight delay:



Please allow **72 hours** to act on online requests. Please state if you would like your Prescription to go over to your preferred pharmacy, or if you would like to collect it from the surgery.

Please allow **1 week** if your request is on paper or via your pharmacist, as these need to be cross checked and transferred into the computer.

From 01.12.2023 ~~01.08.2022~~