

THURSO & HALKIRK MEDICAL PRACTICE

IMPORTANT CHANGES TO PRESCRIPTION SERVICE



Repeat Prescriptions

We will no longer accept telephone requests for prescriptions in the Princes Street or Halkirk surgeries. This is for safety reasons and reduces the dangers associated with mishearing requests and at the same time ensures the correct medicines are ordered at the right time. **Please make sure that you do not order your prescriptions too early. They should be ordered no more than four days before being due.** Patients will be able to order their medicines in the following ways:

- (1) **Order On-line** - by logging onto our website (www.thursohalkirkmp.co.uk) and choosing the 'Order repeat medication' option for your surgery. This is the easiest way to order if you have online access. To find out more about the new integrated service, and the registration process, please ask at Reception or see the information under the "Prescriptions" tab on our website.
- (2) **In Person** – tick the items you require on the list/counterfoil you received with your previous prescription and leave in the box at Reception (no need to join the queue at the reception desk) or post through the letterbox if the Surgery is closed. You will receive a list/counterfoil each time you order a prescription and therefore you should keep it in a safe place so that you can order your next prescription easily
- (3) **At the Pharmacy** – patients registered in Thurso can hand in their prescription list/counterfoil at their Pharmacy. If you use this option you must allow 48 – 72 hours for the processing of your prescription as it may not reach the Pharmacy until the next working day. This option is available for repeat medication only.

Prescriptions that are not on your Repeat list

Important - We cannot guarantee that the GP will agree to a further one off prescription and may ask you to make an appointment

If you wish to order a prescription for an item which is not on your repeat list but you have had the medication in the past then you can do this in the following way:

- (4) **Order On-line** - by logging onto our website (www.thursohalkirkmp.co.uk) and choosing the 'Order acute medication' option for your surgery. Please provide as much information as possible. To find out more about the new integrated service, and the registration process, please ask at Reception or see the information under the "Prescriptions" tab on our website.
- (5) **In Person** – by asking for a copy of our medication request form from reception or alternatively you can add the item to your prescription counterfoil if you are ordering repeat medication at the same time but please ensure you give full details and reasons for the request



Please note that you will have to allow at least two working days for your prescription to be processed. Therefore you must make sure that you place your order in plenty of time.

Medication Reviews

Patients on repeat medication will be asked to make an appointment at twelve monthly or six monthly intervals for bloods and/or review. Please ensure that you book an appropriate appointment to avoid unnecessary delays to further prescriptions.