**PRESCRIPTION REQUESTS**

**Due to system changes from 31st March 2024 we will be unable to process prescriptions over the telephone and will require at least 3 working days to process your prescription and send to the pharmacy, these changes are in line with NHS protocol and are being implemented for safety reasons.**

For further details regarding your prescription and how to order please read information below.

Repeat prescriptions can be obtained without an appointment when your GP has chosen to provide a drug re-order form attached to your prescription.

When you need your prescription renewed, please bring this form to reception or post via the prescription letter box before 11am if possible, and allow 7 working days for the request to be processed and available to collect from the pharmacy. Any items requested which are NOT on repeat, known as ACUTE prescriptions also require 7 full working days.

If you require an urgent supply of your repeat medication, please contact your community pharmacy who may be able to provide a short supply until your prescription is ready. If they are unable to supply you, they will give you advice of the best way to proceed.

Please be aware of your medication needs and do not allow yourself to run out of medicines that are essential to you. We discourage urgent prescription requests if at all possible.

**HOW TO ORDER YOUR PRESCRIPTION?**

**IN PERSON**

You can do this by returning the right-hand half of a previous prescription for the required medications, or by submitting a handwritten request. Please bring this request to reception or post via the letterbox at the surgery entrance.

**BY POST**

You can post your prescription slip or written request to us at the Practice. You can include a stamped addressed envelope for return by post, if you will not be able to pick up your prescription from the surgery.

**PHARMACY ORDERING/COLLECTION SERVICE**

Pharmacies offer a prescription collection service from our Practice. They can also order your medication on your behalf. This saves you time and unnecessary visits to the Practice. Please **contact the pharmacy of your choice for more information if you wish to use this service.**

PHONE

From 31 March 2024 we no longer accept requests over the phone for safety reasons. If you are registered housebound with us, then please contact the surgery to discuss your requirements.

**MEDICATION REVIEWS**

The Practice Pharmacist regularly reviews the medication you are taking. This may involve changes to your tablets, in accordance with current Health Board policies. Please be reassured that this will not affect your treatment. We may sometimes call you in for a medication review and this may involve blood tests. It is very important that you attend these appointments, as it keeps you safe whilst taking medication.

**NON-REPEAT ITEMS (ACUTE PRESCRIPTIONS)**

Non repeat prescriptions known as “Acute” prescriptions are medicines that have been issued by the Doctor but not added to your repeat prescription records. This is normally a new medication issued for a trial period and may require a review visit with your Doctor prior to being added onto your repeat prescription records. Some medications are recorded as acute as they require to be closely monitored by the Doctor. You may therefore not always be issued with your requested medication as you may need to consult with your Doctor. Acute Prescription requests are unable to be requested over the telephone, and must be requested 7 working days before you need to collect from pharmacy.