



SITE: BEDGROVE SURGERY

HOW TO ORDER A REPEAT PRESCRIPTION

This leaflet will explain:

- The system for ordering a repeat prescription
- Why we have this system
- How it will help you

The System

You can order a repeat prescription for medication that you have regularly and is on 'repeat'

- via the website www.westongrove.com
- in surgery either by completing a repeat form or by ticking the appropriate boxes on your printed repeat prescription form. We have a letterbox outside for prescriptions for use when the surgery is closed and one inside on the reception desk.

Repeat prescriptions cannot be ordered over the telephone.

We require **at least two working days** to process your request. This is to ensure that there is sufficient time to produce the prescription, for the Doctor to check the prescription and for it to be ready for collection at the place of your choice, however we do endeavour to process prescriptions within this timescale. We do not operate an 'express' or 'urgent' service, however we do recognise that there are sometimes exceptional circumstances when a patient needs their medication more quickly and we will do our best to help you in these circumstances.

If you require medication that you do not have regularly or is not on your repeat medication list, you may request this in writing. Please add the name of the medication, strength and dose to the bottom of your repeat form or complete a repeat form in the surgery. These will also require two working days to process.

We are now providing electronic prescribing (EPS) where the prescription will go down line to the pharmacy. If you need any further information please speak to Reception.

Your signed prescription will remain at the surgery unless you indicate to us whether you would like it to be forwarded to either:

- Lloyds, Bedgrove
- Lloyds (High Street Aylesbury) - 'Rouse and Sadler'

- Tesco, Tring Road
- Boots
- Consult Pharmacy– Tring Road
- Posted – please include a stamped, addressed envelope

If you are asked to see a doctor before a further supply can be issued, it is important for you to do so. All patients taking repeat medication require an annual review with the doctor and this date is printed on your repeat prescription. You will be able to pre-book an appointment up to four weeks before your review is due. If you do not attend for your review, your prescription may not be authorised by your doctor.

If you are on stable repeat medication you may be able to have multiple prescriptions issued. This system is called Repeat Dispensing and enables the Doctor to print out a number of prescriptions in one go, eg: six one month (28 day) prescriptions, and authorise a pharmacist of your choice to then issue the medication to you on a monthly basis. This will save you submitting a repeat request to the surgery each month.

If you have more than one repeat medication each month, you may save money on your prescription payments by getting a prescription pre-payment certificate. These can be obtained by filling in a FP95 form available from your local pharmacy or by telephoning 0845 850 0030.

Why we have the system

To ensure that patients are receiving regular reviews and are receiving the appropriate medication for their needs. To allow us sufficient time to process your repeat medication requests, and enable your doctor to check and authorise your prescription.

How it will help you

To ensure you receive ongoing effective medication within a reasonable timescale and that you have your medication checked on an annual basis by a doctor.

If you need further clarification please contact

Useful Contact Information

Internet www.westongrove.com

Reception Number – 01296 330330