

Hillview Medical Centre

Repeat Prescriptions

1. How can you arrange to transfer a drug from an acute (one-off) prescription to a repeat prescription?

- The decision to transfer a drug from an acute prescription to a repeat prescription must always be made with your GP or nurse practitioner. They will only do this after careful consideration of whether the drug has been effective for you and if you have tolerated the drug. Also if you need the drug on a long-term basis.
- Your GP or nurse practitioner will see or speak with you, to check all of the above. It is also their responsibility to make sure that you understand the repeat prescribing process and what is required of you. Do please ask them questions if you are unsure of anything.
- Your GP or nurse practitioner will make sure that your repeat drugs record is accurate, that drug ordering is made as simple as possible for you and that there is a medication review date in your medical records.

2. How do you request a repeat prescription?

2.1 How much notice is needed

Requests for repeat prescriptions should be submitted at least **2 working days** before they are needed (postal requests must be with us at least 7 working days before needed). Please make sure that you leave extra time around bank holidays—as the practice is not open then.

It may take longer than 2 days to produce the prescription if there are any queries relating to your request.

2.2 Requests can be submitted:

- on-line—using our website
- in the practice—using the repeat prescription form
- by post—using the repeat prescription form
- via your pharmacy

Telephone requests are not normally accepted. Please contact the practice manager if you wish to make requests by phone. They will only be allowed in special circumstances.

2.3 What can you request?

You will be given a list of the drugs that are available to you as a repeat prescription. This list will be on the right-hand page of your prescription. If you do not have this list for some reason, we can provide repeat prescription request forms at the front desk.

2.4 What do we need to know when you make a request?

Using the repeat request forms—you need to:

- indicate which drugs you require
- let us know where you would like to collect your prescription

2.5 What happens after you have made a request?

Your request is reviewed and if there are no issues—the GP or nurse practitioner will sign it.

If there are any issues with your prescription e.g. if your medication review is due or it looks as though you are under or over-using a drug—you may be contacted to arrange for you to talk to your clinician.

Once your GP or nurse practitioner has signed your prescription, you can collect it from the surgery (during our normal surgery opening hours of 8am to 6.30pm) or wherever you have chosen to collect it.

3. What to do about your medication reviews?

You must ensure that you have regular medication reviews. This is to ensure that your medication is still right for you—incorrect medication can be dangerous.

The date when your medication review is due is printed on your prescription. If you ask for a repeat prescription and your medication review is overdue - your GP / nurse practitioner may reduce the amount of drugs that you can order as follows:

- If you request a prescription and your medication review is overdue - the quantity of drugs that you are allowed may be halved or reduced at the discretion of your GP / nurse practitioner.
- If you make a further request for a prescription and your medication review is still overdue - the quantity of drugs may be reduced to 14 days supply or further reduced at the discretion of your GP / nurse practitioner.

4. What to do if you no-longer take a drug?

Please inform your GP / nurse practitioner if you are no longer taking a drug that is available to you on repeat prescriptions so that we can update your records.

5. On-line requests

Repeat prescriptions are available to order on-line. If you would like to register for this service, please come into the practice with photographic ID and ask at the front desk.

Contact details

If you have any queries, you can speak to any member of our staff, our prescriptions administrator or the practice manager.

Here's how to contact us:

By phone: 01483 760 707
(line open Mon-Fri 8am–6.30pm)

By email: hillview.surgery@nhs.net

By letter: Practice manager
Hillview Medical Centre
Heathside Road
Woking
GU22 7QP

The information in this leaflet can be made available in other formats. Please call or email us to explain what format you would like.