

INFORMATION FOR PATIENTS

THE REPEAT PRESCRIPTION PROCESS



HOW TO APPLY:

- By posting your request in the wall mounted post red box by the reception
- By post
- Via our website – <https://newtonmedical.co.uk/request-a-repeat-prescription/> – **you must be registered to use SystemOne online**

WHAT HAPPENS NEXT?

Admin staff process all requests for repeat prescriptions in preparation for the doctors authorising signature.

- The post box is emptied regularly throughout the day.
- Online requests are printed and processed by the admin staff
- We only process prescription requests over the phone from patients over 65s and housebound
- Please let us know if you wish to use the Electronic Prescription Service – currently available to patients.

PRESCRIPTIONS WITHOUT COMPLICATION OR QUERY

These are given to the doctor at an allocated time to be signed and authorised for issue by the relevant pharmacy for the patient's collection.

EXAMPLES OF COMPLICATIONS OR QUERIES

- **Medication review overdue**
- **Medication issues out**
- **Requested item is not on a repeat prescription**
- **Requested item has not been previously authorised**
- **The requested item has only been issued recently and is not yet due for reissue.**

In these instances, the admin staff will send a request to the relevant doctor for reauthorisation. The doctor will then make the decision to issue the prescription or may request to see the patient to discuss. The admin staff will then make contact with the patient to advise. Once authorised the admin staff can distribute the prescription to the relevant pharmacy for the patient to collect.

URGENT REQUESTS.

The earliest our staff is able to process your prescription is 24hrs from time of request. We cannot take urgent requests made on a Sunday. You would be advised to contact out of hours on 111.

HOW YOU CAN HELP

- **Make sure your requests are not submitted at the last minute**
- **Include your name, address and date of birth if you are not using a repeat prescription form.**
- **Be certain to let us know if your collection arrangements change.**
- **If you need to request more than one month's supply, please state a valid reason**