

Repeat Prescription Requests in 2024

A Joint Newsletter from Hall Grove Group Practice and Patients' Voice

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1. Repeat Prescriptions Online

If you order your repeat prescriptions online, the ordering process for the prescriptions is going to change. The current online system involves the manual transcribing of your order from the ordering program to the practice computer system. This manual transfer carries a small risk of introducing medication errors. The new system removes these risks and the change is planned to take place over the next few months.

The new system for ordering repeat prescriptions is part of the NHS app. The app has additional benefits that give you access to a range of information about your health and your clinical records, including test results in addition to providing a safer way of ordering your repeat prescriptions online. The practice will be encouraging you to start using the NHS app – if you do not already do so.

The existing online prescription ordering system will be switched off, probably in late March. If you use the alternative program, called Patient Access, this does not have the same features as the NHS app.

There is more information about the NHS app at the end of this newsletter.

2. Other Routes

The increasing use of technology for ordering prescriptions raises concerns about people who cannot or do not wish to use a computer or other device. Please be reassured that alternative ordering methods will continue to be available. These include:

Completion of a prescription ordering slip and handing it to reception

Tearing off the right-hand page of an existing prescription and handing it to reception

Handing in a written request for a repeat prescription.

Each of these methods will continue to be accepted although they do carry a small risk of transcribing error.

Please remember that receptionists cannot accept telephone requests for prescriptions.

3. What Happens Next?

When your prescription request is received by the practice it is processed and sent to a doctor for final approval. This process normally takes three working days. When requesting prescriptions please be aware that our promise of trying to get repeat prescriptions issued within 72 hours (**3 full working days**) only applies to **repeat list medications** where the **review date has not passed**. If the medication is **not** on your repeat prescription list, or the **review date has passed**, please assume it will take **5 full working days** to process the request.

4. Getting your Prescription Dispensed

When your prescription is approved, the most efficient way for your prescription to be dispensed is to use the Electronic Prescription Service (EPS). This facility transfers your prescription electronically from the doctor's computer to the pharmacy, you have nominated. You can set this up, on the NHS App or ask your pharmacy or reception. All your prescriptions will now be sent by the practice direct to the pharmacy electronically. Give the pharmacy time to dispense it and your prescription will normally be ready to collect.

Some pharmacies also provide a prescription delivery service. There may be a delivery charge although some are free of charge.

5. The NHS App

The NHS App is simple and secure way to access a range of NHS services. Download the NHS App on your smartphone, tablet or desktop via the [Google play](#) or [App store](#). You can also access the same services in a web browser by [logging in through the NHS website](#).

If you're aged 16 and over, you can register for the NHS app without visiting the practice. You need to [prove who you are](#) to get full access to the NHS App. With full access you can:

- order repeat prescriptions and nominate a pharmacy where you would like to collect them
- view your GP health record to see information like your recent test results, any allergies you may have and your medication.

The NHS App can also be used to:

- check your symptoms using reliable NHS information on hundreds of conditions and treatments
- register to be an organ donor
- choose how the NHS uses your data

NHS App help and support

For help and support with the NHS App please search for via the internet 'NHS App help and support' or click on

<https://www.nhs.uk/nhs-app/nhs-app-help-and-support/>

Using the App

Once your identity has been verified, you will be able to access and use the facilities and data provided by the app.