

## Why has my request been rejected?

Your request may be rejected for the following reasons:

- The request is too early
- The item is no longer on your repeat
- Further monitoring of your condition is required before the medication can be safely issued e.g. a blood test, blood pressure check

## What if I want to order an item that is not on my repeat list?

There may be several reasons why an item is not on your repeat. If it is a new medication it will usually be issued as an 'acute' medicine while it is trialed. Once your GP is satisfied it is effective and has no side effects it will then be added to your repeat list.

An item may also be missing off your repeat if it has expired, for example, if you have not ordered it for more than 12 months.

To request an item that is not on repeat you can add a note with your request on Patient Access stating what you need and the reason why.

Alternatively, you can email requests to: [cheshireccg.whitbyhealthpartnershipprescribingteam@hs.net](mailto:cheshireccg.whitbyhealthpartnershipprescribingteam@hs.net)

Please note this email address is for prescription requests only, other requests will be ignored.

## What is Repeat Dispensing?

Repeat dispensing involves your GP sending a batch of prescriptions to your pharmacy to cover a specified number of months. As the pharmacy will have your prescriptions in advance you do not need to order from the surgery each month and can collect the medication directly from the pharmacy. Once the batch period is up the GP will review your medication again and then reissue a further batch if appropriate.

Repeat dispensing is only suitable for patients who are stable on their medication and do not anticipate any changes to be made, for example if you have been taking the same medication for several years for high blood pressure. If you feel you may be suitable and will benefit from this service please speak to the reception team.

More information can be found on our website:

<https://whitbyhealthpartnership.co.uk>

### Opening hours:

Mon - Fri  
08.00 - 18.30

# Whitby Health Partnership

## Ordering Your Repeat Prescription



Providing NHS services

## What is a repeat prescription?

Repeat medicines are those taken on a regular basis to treat an ongoing medical condition. They are available to order from your repeat list when you need them and are usually prescribed as a 28-day supply. You will require a review at least once a year to ensure these medicines are still suitable for you and can continued to be prescribed safely.

## How do I order my repeat prescription?

Please do not phone reception to order your medication as our phone lines are extremely busy. We kindly ask that you use the options below to order your repeat prescription:

### 1. Via the Patient Access website/app

You will require an account for access which can be requested from reception staff. You can then visit <https://patient.emisaccess.co.uk> and register your details. There is also an app available to download to your mobile phone. Once you have logged in you can request your repeat prescription from the surgery.

Patient Access has the following benefits:

- Quicker for the surgery to process requests received this way
- Provides an accurate and up-to-date list of your repeat medication
- Allows you to see the status of your request and whether it has been authorised or rejected
- Allows you to leave a note for the prescription clerk e.g. if you need your medication early because you're going on holiday
- Can also book a variety of medical appointments

### 2. Via the NHS website/app

You can order your prescription by visiting the NHS website below or downloading the NHS app to your mobile:

<https://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/order-a-repeat-prescription/>

### 3. Use the repeat slip and drop it in the box at the surgery

The pharmacy will usually provide you with a repeat slip when you collect your medication. Please ensure you mark clearly which items are required to avoid any ambiguity.

## How long will my request take to process?

We require **72 hours** to process requests. This includes time for the prescription clerk to issue the medication, time for the medicines team to deal with any queries and time for the GP to clinically assess and sign the prescription.

Please use the table below as a guide to processing times:

Prescription ordered	Sent to pharmacy
Monday before 12pm	Thursday after 12pm
Tuesday before 12pm	Friday after 12pm
Wednesday before 12pm	Monday after 12pm
Thursday before 12pm	Tuesday after 12pm
Friday before 12pm	Wednesday after 12pm

## When should I order my repeat prescription?

You should order your prescription **7 days** before you are due to run out. If you order too early the request will be rejected. The only exception to this is in the lead up to bank holidays or if you are going away on holiday. Please specify why you are ordering early so our team are aware.

## How do I collect my prescription?

Prescriptions are sent electronically to your chosen pharmacy to collect. Every time you request a prescription it will be sent to the same pharmacy unless you request to change it. You can nominate a pharmacy on the Patient Access/NHS app or speak to our reception team.

## How long does the pharmacy need to assemble my prescription?

Most pharmacies require a minimum of 48 hours to process a prescription once it received. It is for this reason we advise ordering 7 days before you run out to allow both the surgery and pharmacy enough time to process your request.

## Do I need to order everything on my repeat?

Please only order the items that you require and do not stockpile medicines at home. Some medicines are not needed every month, such as creams, inhalers and pain killers which are used on a 'when required' basis. This will help to save the NHS money by reducing medicines wastage.