

CROSS KEYS 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'

- Through appointments online. You can sign to this up via our website.
- Via the website www.crosskeyspractice.co.uk
- In surgery either by completing a repeat form or by ticking the appropriate boxes on your printed repeat prescription form. We have a letterbox at the front of the building so you don't need to come in surgery hours.
- By fax: 01844 271606
- By post: High Street, Princes Risborough, Buckinghamshire. HP27 0AX. Please supply a stamped addressed envelope if you would like it posted back to you.

Please note that prescriptions **cannot** be ordered over the telephone.

We require at least **three working days** to process your request. This is to ensure that there is sufficient time to produce the prescription, for the Doctor to check and sign the prescription and for it to be ready for collection at the place of your choice. We do not operate an 'express' or 'urgent' service, however we do recognise that sometimes there are 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, complete a repeat form in the surgery or email your request. These still require three working days to process.

Your signed prescription will be sent EPS to the nominated Pharmacy you have selected unless you would like it to stay in the surgery.

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 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 8500030.

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.

Telephone requests are not accepted for clinical safety reasons.

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.