



Repeat prescriptions



Leaflet



Prescriptions



A prescription is the note your doctor writes so you can get the medicine you need from a pharmacy.

Repeat prescriptions



A repeat prescription is where you regularly need the same medication over time.



You can get a repeat prescription without having to see your doctor.



Your doctor may ask to see you, every now and again, to check that the prescription is still needed.

How to get a repeat prescription



When you are running out of your medicine you need to get a repeat prescription.



Don't keep too many medicines at home.



You need to tell your doctor's surgery when you need a repeat prescription.



Please order your repeat prescription from your doctor's surgery, not from a pharmacy.



If a pharmacy has been asking for your repeat prescriptions, tell them you will be asking for them yourself from your doctor's surgery.

You can tell your doctor's surgery:



1. Online

Many doctors' surgeries let you order your repeat prescription online.

Ask at the surgery how to do this.



2. Using a paper repeat prescription request slip.

The repeat prescription request slip is a tear off part of the prescription. You get this from the pharmacist.

When you are running out of your medicine you need to:



- Tick the box on the repeat prescription request slip



- Sign and date it



- Take it to your doctor's surgery

When to ask for a repeat prescription



You should ask for a repeat prescription about 7 days before you run out of your medicine.



Ask about 10 days beforehand around Christmas, New Year and Easter.



Your pharmacy may need 2 days to order your medicine.

If you can't do it yourself



If you can't ask for your own repeat prescription you can ask a friend or a family member to do it for you.



If you have no one, speak to the receptionist at your doctor's surgery.



If you cannot do this and there is no one to help you, we can find another way of getting your repeat prescriptions.

This could mean carrying on with the arrangement you already have.

Using GP online services



You can use your computer, tablet or smartphone to ask for a repeat prescription - from your own home, in your own time.

You will also be able to book appointments online.



Ask the receptionist how to do this. You may have to bring some photo ID and proof of address.



You can get more information about this from:

www.healthiernorthwestlondon.nhs.uk/documents/prescribing-wisely

Help to do it online



If you can't use the internet

If you can't use the internet you can get help from:

- Your local library
- Age UK helps older people get online. You can find out more by calling 0800 169 6565



If you can use the internet

If you can use the internet you can get more information about NHS GP services online at:



www.ukonlinecentres.com

Or telephone:

0800 77 1234



Tell your doctor

You should tell your doctor or pharmacist if:



- You are not taking any of your medicines
- You have any **side effects**



A **side effect** is where a medicine causes some other problem that you were not expecting.



- You are worried about your medicines



If your prescription is for more than one medicine you don't always have to ask for all of them.

Don't ask for more than you need.

Make sure you only have medicines that you are going to use.



Open the bag and check before you leave the pharmacy, or before the delivery person leaves.

Give back any medicines you don't need.

Your local community pharmacist



Your local pharmacist offers many free NHS services to help you, like:

1. Advice on medicines and minor illnesses
2. A meeting to talk about how you are getting on with your medicines. The meeting will:
 - ▶ Help you find out more about your medicines
 - ▶ Help with any problems you are having





- ▶ Help your medicines to work better
- ▶ Make sure nothing is being wasted

3. New Medicines Service

This will help people who have started a new medicine for:



- ▶ Asthma



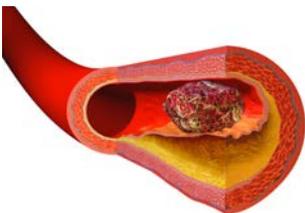
- ▶ Breathing problems



- ▶ Diabetes



- ▶ High blood pressure



- ▶ Blood clots

For more information



If you need more information please contact us on:



Telephone: **0800 1777 990**



Email:
healthiernwl@nw.london.nhs.uk



Web:
www.healthiernorthwestlondon.nhs.uk

This leaflet has been issued by NHS North West London Collaboration of CCGs covering the boroughs of Brent, Ealing, Hammersmith & Fulham, Harrow, Hillingdon, Hounslow, Kensington & Chelsea, and Westminster.

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