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**OPENING HOURS**  
**Monday to Friday 8.00am to 6.30pm**  
**[www.priorysurgerybristol.co.uk](http://www.priorysurgerybristol.co.uk)**



## **PATIENT**

# **INFORMATION LEAFLET**

# **Repeat**

# **Prescriptions**

**[www.priorysurgerybristol.co.uk](http://www.priorysurgerybristol.co.uk)**

## What is a Repeat Prescription?

A repeat prescription is a prescription you can get without having to see your doctor or undergo a review. However, your doctor will decide whether it is safe for you to have this medication regularly without being seen. There will be a limit to the number of issues, after which your doctor will want to see you to review your treatment.

## When do I order my medication?

Re-order your medication when you have TEN DAYS' worth left. Allow more time over bank holidays and Christmas. Always keep track of your medicines so you know how much you have left, and you don't run out. Check your cupboards first and only order what you NEED.

## How do I order a Repeat Prescription?

- **ONLINE:** You must register for this service. For further information ask at the reception desk. Ordering your medicines online is a quick and easy process because all of your current medicines are displayed for you to view and order.
- **EMAIL** – You can email your prescription request to [bnssg.priory.scripts@nhs.net](mailto:bnssg.priory.scripts@nhs.net)
- **LOCAL PHARMACY:** Most of the local pharmacies offer collection and delivery services. Please contact the pharmacy of your choice to make the necessary arrangements. Make sure you tell us if you are using one of these services, so that we can mark your records accordingly and arrange for your prescriptions to be sent to the Pharmacy automatically.
- **BY HAND:** Use the pre-printed repeat prescription slip (attached to your last prescription) or fill out a request form in the surgery. Tick clearly all of the items you require then post your request in the surgery prescription box.
- **BY POST:** Please provide and enclose a stamped addressed envelope with your repeat prescription slip so we can return the prescription to you.

**Please NOTE** - We do not accept telephone requests for repeat prescriptions (unless you are housebound).

## When will my prescription be ready?

Please allow FIVE working days for us to process your prescription. Currently we suggest allowing ten days due to potential delays once the prescription reaches the pharmacy.

Most prescriptions are processed electronically and will be sent directly to your chosen pharmacy. Please allow additional time for the Pharmacy to dispense your prescription before collecting your medicines from the pharmacy.

If you are asking us to return it in a stamped addressed envelope, you should allow extra time for the post.

## Name changes on your medication

When you receive your medication you may notice a change in name, brand or colour. Medicines have two names – the generic drug name and a brand name that the medicine is traded under. Please note that all medicines, whether generic or branded, are of exactly the same high quality and have to pass exactly the same safety checks. If you are dispensed a different brand from time to time, please don't worry. If you have any questions or concerns about your medicines, please speak to your pharmacist or GP.

## Be Responsible with your Medicines

- Do not take other medicines without checking with your doctor or pharmacist, as they may interfere with your regular medicines and cause you harm.
- Know the names of your medicines and what they are used for.
- Store medication safely in a cool, dry place away from direct sunlight and heat and out of the reach of children. Some medicines, such as insulin, eye drops, and certain creams need to be stored in the fridge. Always read the label and follow storage instructions.
- Return unused, unwanted and out-of-date medicines to a pharmacy for safe disposal.
- If you stop taking a prescribed medicine for any reason, you must tell your doctor.
- Have a regular Medication Review. Generally, this is every 12 months and we may ask you to make an appointment for this review.

If you require any further help with your medicines or prescriptions, please do not hesitate to ask.