



Repeat Prescription Ordering System

The attached leaflet gives you information about changes to ordering repeat prescriptions. **From 2nd September 2019**, you will order your repeat prescription directly from us, instead of your pharmacy.

There are several methods you can use to do this:

1) Recommended - Register for the NHS smartphone app

Simply download the “NHS App” from the App store and begin the registration process from your smartphone. You need photo identification.

For more information, please visit: <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>

2) Recommended - Register for Systonline

This allows you similar access to the NHS App. You can order your repeat medication using a computer or smartphone. You can register for this service by bringing photo identification to our reception.

3) Use our prescription telephone answering service

Please telephone 01642 511235. An answering machine will take details of your order. For safety reasons, you must state each drug name, dose and quantity for every medication you wish to order. Whilst the telephone line is available to you 24 hours/day, 365 days/year, we will only access the messages on working days.

4) In person

We have reinstated the prescription post box in our waiting area.

If you are unable to use any of the above methods to order your prescription, please contact us to discuss your needs as soon as possible. Please ask to speak to the duty manager.