

## Why does it take seven working days to process a repeat prescription request?



Our dispenser has to check your medical records to ensure that your medication request is on your repeat prescription list, then either print it or send it electronically to your doctor.

Between clinics your doctor will double check the medication to ensure it is still appropriate for you.

The request will then either be sent electronically to the local pharmacy or back to our dispensary for processing

If processed by our dispensary it has to be physically processed, and then double checked by another member of the dispensing team before being ready for collection

Delays may occur if your medication request is not on your repeat prescription list or if your medication request is different from what your doctor has prescribed for you or if your doctor wishes to change your medication.

## Prescription costs

Visit NHS choices at [www.nhs.uk](http://www.nhs.uk) for information on:

- Prescription charges
- Who is entitled for free prescriptions
- Medical exemptions (certain diseases will exempt you from paying for your prescription)
- Free prescriptions for cancer patients, renal dialysis and pregnant women
- Help for those on low income

## Private Prescriptions

Private prescriptions are medications which your Doctor has recommended for you on a private prescription. A private prescription is not written on an official NHS prescription and so is not paid by the NHS.

The cost of the private prescription is met wholly by the patient and is dictated by the cost of the medicine plus the pharmacists charge for supplying it.

A prescription is a legal document for which the doctor, who has issued and signed it, is responsible for.



## PRESCRIPTION CHARTER



**Chet Valley Medical Practice**  
**George House**  
**40-48 George Lane**  
**Loddon**  
**Norfolk**  
**NR14 6QH**

Telephone: 01508 520222  
[www.loddondoctorssurgery.co.uk](http://www.loddondoctorssurgery.co.uk)

## How to Order

**Online** –You can order your repeat prescription online. Please visit our website to register

[www.loddondoctorsurgery.co.uk](http://www.loddondoctorsurgery.co.uk)

Once registered you have three options.

Log into:



Download the  
NHS APP



Download the  
Airmid App



**In Person**—Fill in your prescription request form for the items needed on the tear-off side of your prescription and drop into the postbox. Please do not hand requests to reception.

**Post**—Your repeat prescription slip to us

## Emergency Prescription Requests

Emergency prescription requests are requests for medication which you need within 24 hours to prevent you becoming severely unwell. Emergency medications include: epileptic medication, insulin, inhalers, emergency contraception, epipens for anaphylaxis, anti-coagulants, GTN Spray, Palliative medications and prescription baby milk.

**Emergency prescription requests are not requests for medication which have been ordered late.**

You should allow **7 working days** for routine repeat prescription requests

Please respect our staff, as it is your responsibility to ensure that your repeat prescription is ordered in plenty of time



## New Patient Prescriptions

Welcome to Chet Valley Medical Practice.

If you normally take regular repeat medication please let us know by including a list of your medication with your registration forms. The easiest ways are:

- By giving us a copy of your prescription slip
- By giving us a copy of your medication label on your medication box/bottle which has your name, medication dose and date.

Once you are registered your new named GP will review your repeat medication and will either put them onto repeat for you or ask you to book a telephone call with them to discuss them.