



The Journey of a prescription



Not necessarily the most exciting journey you may have been on, but a very necessary one. Please take a look at the journey a repeat prescription takes at our practice.

Repeat Prescription

A prescription is handed into the surgery
A) In the red box
B) At main reception
C) In the post box if we are closed

The prescription goes into the main prescription box behind reception and is collected by the prescription team (several times a day)

The prescription team check the order(s) on the patient records and ensure there are no overdue reviews.

The prescription is then printed off or sent electronically to the Doctor for approval (in between busy surgeries)

The Doctor must review each prescription and ensure checks are made for safety purposes.

If the Doctor approves the prescription they will sign it or authorise it if it is an electronic prescription.

The prescriptions then go back to the prescription team's box to ensure all queries are actioned (for example, if a patient needs to come in to see a doctor the team will organise this.)

Once the prescriptions are checked they are sent to reception for filing and collection.

Please be aware that acute and on the day medications are issued at the discretion of the Doctor and may take longer than the usual 2 working days.

Hospital Prescriptions

A prescription request is handed in at reception with information that states if it is from a recent hospital admission or an outpatient appointment.

The receptionist checks the information we have on file for the patient to ensure we have received the relevant information about the addition or change in medication.

If there is no information, this has to be received before we can act on the prescription.

Please only order medicines that you need of your repeat prescription form and don't be tempted to stock pile. If you or any other member of your family order medicine you do not need you could end up with a pile of out of date medicine that has to be destroyed as it can't be recycled or reissued.

Although it may not look like a long journey, the medication has to be checked at every step to ensure patient safety. Any queries may make the process slightly longer, which is why some prescriptions are not always ready in 2 working days, even if you have had them many times before.