

# Prescription Policy

## (including acute medications)

Version	Edited by	Date issued	Next review date
1.0	Fiona Butcher	13.05.2026	1.04.2027

Position	Named individual
Practice Manager	Fiona Butcher

### Our Aim

We want to make it easy and safe for you to order your medicines. This policy explains how to request prescriptions and how long they take.

### How to Order a Repeat Prescription

You must send your request in writing. We do not take requests over the phone.

You can order your prescription by:

- Using our practice website
- Using the NHS App
- Handing in a request at reception

### How Long It Takes

Please allow 3 working days (72 hours) for your prescription to be checked and issued.

This does not include weekends or bank holidays. Please order your medicines early to avoid running out.

If you run out of medications whilst we are closed, you can contact NHS 111 and request an urgent dispense of medications. They will send a 3-day supply to a local pharmacy on your behalf.

### **Patient-Led Ordering**

We support Patient-Led Ordering. This means:

- You order your medicines when you need them
- You only order what you use

This helps reduce waste and keeps you safe.

### **Repeat vs Acute Medicines**

Repeat Prescriptions are medicines you take regularly and are listed on your repeat record.

Acute Medicines are short-term medicines (like antibiotics).

These are not repeated automatically.

If you need more of an acute medicine, send a request in writing (website, NHS App, or reception) and include your reason. A clinician will review your request.

### **Support for Patients**

We will make reasonable adjustments for patients with communication needs. Please let us know if you need extra support.

### **Pharmacy Support (Blister Packs)**

We work with local pharmacies for some patients. Pharmacies may request prescriptions directly for patients who are housebound, bedbound, receiving palliative care, or have long-term conditions. This is agreed on a case-by-case basis.

### **Important Reminders**

- Order your medicines before you run out
- Allow 3 working days for processing
- Only order what you need

Please return to the 'Homepage' of our website to access our contact information or submit a repeat prescription request.