



We are changing the way our repeat prescription request service works...

What's changing?

Following the results of our GP Annual Survey 2015/16 we will no longer be accepting repeat medication requests over the telephone from the **1st May 2016**.

Why are we changing?

By changing the way you request your repeat prescriptions, this will free the phone lines for patients ringing to make an appointment.

How do I order my repeat prescriptions now?

- Online - Signing up to our online service means that you can request repeat medications, update your contact details and book your appointments 24 hours a day, 7 days a week. **Ask our reception staff for more information today!**
- There is also a handy App available for Apple and Android phones – follow the QR code, these are easy to download:



What If I don't want to use online access?

There are still many options available:

- You can write your request down on a piece of paper, or tick the medication you need from your repeat list and drop it off in person, or post it to us.
- You can request your repeat prescription in person, at the reception desk.

If you'd like any further information on the above, speak to reception or your GP today.

(If you do not have access to the internet you may continue to telephone your repeat prescription request).