



# Newent Doctors

## Prescription Order Line –

# CLOSING 1<sup>st</sup> October 2022

For some years Newent Doctors Practice has provided a Prescription Order Line telephone service for ordering repeat medication. Following a review of the service, we have taken the decision to stop taking prescription requests over the telephone from October 2022.

The first and most important reason is safety. The Practice is getting busier and busier, with more people on repeat medication for ever increasingly complex conditions. The decision was made to stop prescription ordering over the telephone to minimise the risk of a potential error causing a significant event.

We hope in making this change it will free up some time for the Dispensary team to focus on other important dispensary tasks.

**So, from 1<sup>st</sup> October 2022, the practice will not be taking prescription requests over the telephone – you can request your repeat medication by the following methods:**

- Order online – to set up an online account, please bring a form of photographic ID to the Surgery. <https://www.newentdoctors.nhs.uk/request-a-repeat-prescription/>
- NHS App – Download the NHS App or open the NHS website in a web browser, to set up and login to your NHS account. <https://www.nhs.uk/nhs-app/>
- Using your repeat slip – ticking the items you need and handing it into the practice or posting it to the practice
- Using our new 4 weekly re-ordering service – when you collect your repeat medication, tick the items you require for next month on your repeat slip, and hand it straight back to the dispensary team. We will give you the date for when your next repeat prescription will be ready for collection.

We understand that this might not be popular with some patients, but we hope that you will understand that safety is of paramount importance.

**Please note that the dispensary still requires a minimum period of TWO WORKING DAYS to process prescription requests.**

**The dispensary telephone line will open between 9am – 10am and between 3pm – 4pm for urgent medication queries only.**

Thank you for understanding

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