

WALDESLADE SURGERY – IMPORTANT NOTICE

NO MORE TELEPHONE REQUESTS FOR PRESCRIPTIONS WILL BE TAKEN AFTER MONDAY 5TH NOVEMBER 2012. REQUESTS MUST BE IN WRITING.

Walderslade Surgery is aware that there are difficulties accessing the surgery by telephone so we are changing the system for obtaining repeat prescriptions to improve the situation. This will allow the telephone lines to be available for patients who need to contact the surgery to arrange appointments, home visits or to speak to the doctor. It is also safer to request repeat prescriptions in writing rather than verbally.

From 5th November prescriptions that have been authorised as a repeat prescription can be ordered in the following ways:

1/Complete the right hand side of the prescription and post in the repeat prescription box in the surgery.

2/Post your request to the surgery and if you enclose a SAE we will post the signed prescription back to you.

3/By special arrangement with the chemist.

4/On-line by registering at reception to receive a password and then following the links at the practice website www.waldersladesurgery.co.uk

5/If your medication is stable you can use the “repeat dispensing system” which allows up to 6 months of prescriptions to be with a nominated chemist so that you just visit the chemist to collect your prescription. A consent form needs to be signed prior to starting this system so please ask at reception.

48 WORKING HOURS NOTICE IS STILL REQUIRED FOR PROCESSING YOUR REPEAT PRESCRIPTION

If you require medication that is not part of your repeat prescription please complete one of the “medication request” forms and post it in the repeat prescription box.