

Why does it take 72 hours to process a repeat prescription request?



Our prescription clerk has to check your medical records to ensure that your medication request is on your repeat prescription list, then either print it or send it electronically to your doctor.

Between clinics your doctor will double check the medication to ensure it is still appropriate for you. Then it will either be sent electronically to the Pharmacy of your choice or filed by one of the reception team ready for collection.

Delays may occur if your medication request is not on your repeat prescription list or if your medication request is different from what your doctor has prescribed for you or if your doctor wished to change your medication.

Prescription costs

Visit NHS choices at www.nhs.uk for information on:

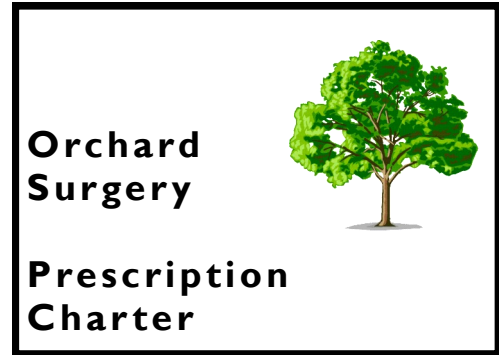
- Prescription charges
- Who is entitled for free prescriptions
- Medical exemptions (certain diseases will exempt you from paying for your prescription)
- Free prescriptions for cancer patients, renal dialysis and pregnant women
- Help for those on low income

Private Prescriptions

Private prescriptions are medications which your Doctor has recommended for you on a private prescription. A private prescription is not written on an official NHS prescription and so is not paid by the NHS.

The cost of the private prescription is met wholly by the patient and is dictated by the cost of the medicine plus the pharmacists charge for supplying it.

A prescription is a legal document for which the doctor, who has issued and signed it, is responsible for.



Orchard Surgery
Commercial Road
East Dereham
Norfolk
NR19 1AE

Appointments: 01362 692916
Enquiries: 01362 693029

How to Order



Online –You can order your repeat prescription via SystemOnline. Please come into reception with photographic ID to register

In Person—Fill in your prescription request form for the items needed on the tear-off side of your prescription and drop into the box in the Lobby. Please do not hand requests to reception.

Pharmacy— You may arrange for a pharmacy of your choice to collect your prescription on your behalf

Emergency Prescription Requests

Emergency prescription requests are requests for medication which you need within 24 hours to prevent you becoming severely unwell. Emergency medications include: epileptic medication, insulin, inhalers, emergency contraception, epipens for anaphylaxis, anti-coagulants, GTN Spray, Palliative medications and prescription baby milk.

Emergency prescription requests are not requests for medication which have been ordered late.

You should allow **3 working days** for routine repeat prescription requests

Please respect our staff, as it is your responsibility to ensure that your repeat prescription is ordered in plenty of time



New Patient Prescriptions

Welcome to Orchard Surgery if you normally take regular repeat medication please let us know by:

- Giving us a copy of your prescription slip
- Give us a copy of your medication label on your medication box/bottle which has your name, medication dose and date.

We will automatically put this on your repeat prescription here.

Please allow 3 working days for a prescription request