


HANDING IN YOUR REQUEST IN RECEPTION



The most common way to order medication is by using white side of your prescription

This form has a list of your repeat medication and all relevant details.

Tick the boxes for the medication you require and drop it into the black box located in reception area.



Alternatively it can be posted in to the letter box at the front of the surgery (beneath the sign)

- If you use a Chemist regularly, you can arrange with the Pharmacist to put a request in and collect your prescription from the surgery. All you have to do is collect your medication from the Pharmacy. (Please note you will need to contact the Pharmacy for this service)
- You can all sign up for the Electronic Prescription Service (EPS) at your local Pharmacy. When ready, your prescription is sent directly by computer to your chosen Pharmacy
- If you are on long term medication, we check your review is up to date before issuing medication. For safety, we may ask to see you before issuing medication.

Please note you must allow **48 hours** for your request to be completed (or 72 hours if a Pharmacy is ordering on your behalf)

It is your responsibility to order your own prescription on time.

We do not take ANY requests via telephone. This is for safety reasons.

We request that you comply with our policies and politely ask that you do **NOT** use our Urgent Care Service to order your prescriptions.

How to order a Prescription



Chrisp Street Health Centre

100 CHRISP STREET

POPLAR

LONDON E14 6PG

Tel: 020 7515 4860

Fax: 020 7515 3055

www.chrispstreet.org

If you have any questions or queries regarding your prescription or medication please ask at reception.

Do you order prescriptions on a regular basis?

There are several ways you can order your prescription:

- Handing in your request at reception (or drop it into our box beneath the sign by our main doors if the Practice is closed)
- Via Internet
- Via fax
- Ask your regular pharmacist to order your medication for you (allow 72 hours)

We aim to have all prescription requests issued within 48 working hours of ordering.

Sometimes the Doctor cannot issue a prescription if the medication is NOT listed as repeat medication or if you need a review.

All patients need regular reviews and you should book an appointment when your review date is due (you can find when your medication review is due on the white side of your prescription)

Internet

Did you know that if you are over 18 your prescription via Internet?

This is not just quicker but it's more convenient for busy people who do not have time to visit us.

All you need to do is log on our website:

www.chrispstreet.org

1. ✓ Click on Online Services
2. ✓ Log in with your Personal ID code
3. ✓ Indicate which medications you require



You can also book and cancel you appointments online

To register for internet services, ask Reception to set up your account. Pop into the practice with some photo ID and a recent proof of address. For security, we cannot set up accounts or issue passwords by phone.

Fax

We now accept prescriptions requests via fax.

The request should include:

1. Full name
2. Date of birth
3. List of medication including strength
4. Recent contact number

All requests should be faxed to:

0207 515 3055

The request should be clear and easy to read, failure to do this may mean your order is delayed



Last updated: 31/01/16