

WHAT PROCESS DO I FOLLOW IF I WANT TO.....

ORDER A PRESCRIPTION I HAVENT HAD BEFORE?

Should you think you require a prescription for some medication for something you have not had before YOU WILL ALWAYS NEED TO BOOK AN APPOINTMENT WITH A GP.

ORDER A PRESCRIPTION I HAVE HAD BEFORE BUT IS NOT ON REPEAT?

Should you require something you have had before but was not prescribed as a repeat medication then there is one of two possibilities;

- if the medication is available to our receptionists to issue (they have strict guidelines on this) then your prescription will be issued within 48 hours.
- If the medication requested is not on their list of allowed medications YOU WILL NEED TO BOOK AN APPOINTMENT WITH A GP. The receptionist will advise you.

ORDER A REPEAT PRESCRIPTION?

- Requests for repeat prescriptions can now be left on our automated service 0844 477 2421 or 01484 500759
- through our web-site or
- You can attend the reception desk at the surgery using the right-hand side of your last prescription.

Due to confidentiality reasons within our reception area, the potential for mishearing medication and the clogging up of the telephone lines, we cannot take requests for repeat or acute prescriptions over the telephone unless left on the automated system.

BOOK AN APPOINTMENT?

- You can register for 'online access' to your medical record which will allow you to book appointments and order repeat prescriptions through our website.
- You can ring the appointments line either **01484 500759** (Please note you will get an engaged tone from this number if someone is already using it) or **0844 477 2421** whereby you can wait in the queue until the next available operator (please note the maximum number of people allowed to queue is 10)
- You can attend the reception desk at the surgery.

HAVE A FORM SIGNED, HAVE A PASSPORT SIGNED (Please note the doctor signing this will have to have known you personally for at least TWO years) **HAVE A LETTER PROVIDED....**

All requests for non NHS work will need to be processed separately. You will be required to leave your forms, passports and letter requests at reception to be passed for the GP to

action. Please be aware these can take several weeks to be actioned due to the workload pressures of the GP's. There will always be a charge for non-NHS services (a list of charges can be provided)

NEED A BLOOD FORM?

If you require annual blood test you will need to advise the receptionist of the reason for this and a request will be made to the GP. You will need allow 48 hours for this.

Requests from private providers will require details of what the tests are and the reason for it. Generally speaking the private provider (BMI/ Spire Etc.) SHOULD provide with the blood test forms and therefore you may be referred back to the provider.

WANT A TELEPHONE APPOINTMENT?

The GPs have made provision for TWO telephone appointments in addition to their normal sessions every day. If you just require some advice then we can arrange for the GP to call you back. We cannot state at what time the GP will call as this could be done in between his patients or at the very end of surgery and is dependent on any emergencies.

OBTAIN A SICKNOTE?

A sick-note can only be issued by a GP when absence from work is required for 7 days or more. If you have been seen at the hospital they should provide you with a sick note if appropriate, where the hospital has not issued you with a sick-note and referred you back to the surgery for one, we will only be able to do this ONCE we have received written information supporting the need for a sick-note.

- SELF CERTIFICATION will be required for 3-7 days and these can be obtained from reception or downloaded from our web-site.
- CONTINUATION SICK-NOTES if you have been receiving continuation sick-notes we may be able to obtain a further one for you without the need for seeing a GP, however, PLEASE NOTE there may be occasion whereby the GP feels the condition needs a review and may therefore ask you to book an appointment to see him/her.