



Improving lives **together**

Norfolk and Waveney Integrated Care System

Ordering your prescription in Norfolk and Waveney



This leaflet explains the different ways to order your repeat prescription in Norfolk and Waveney.

NHS App or online at www.nhs.uk

Repeat prescriptions can easily be ordered using the NHS App and you can arrange to collect your medication from a pharmacy of your choice. You can order your prescription at any time that suits you and there's no need to call your surgery or wait until it opens.



You can find more information about how to order your prescription by searching online for the [NHS step-by-step guide to ordering repeat prescriptions.](#)

Download the NHS App and create an account to get started.

Repeat prescriptions can also be ordered by logging into your NHS account on the NHS website, which you can access here: <https://access.login.nhs.uk/enter-email>

Register to use your GP's Online Services

At most GP practices, you can book appointments online, order repeat prescriptions, and view clinical records using Online Services.



See your GP practice website to see how to register for this service. You may need to wait a couple of days before you can have access to the account.

Ordering for someone else, including children?

It is possible to set up an online account – called proxy access – to order on behalf of someone else. Please ask at your GP practice how to set this up. If proxy access is not an option, you may also submit a written request to the practice.

By email / online form

Many practices have a form to complete on their website which can then be sent electronically to the practice team. Check your practice's website for details.



Electronic Repeat Dispensing (eRD)

Your GP may be able to setup regular monthly requests for medicines to a pharmacy of your choice using Electronic Repeat Dispensing. This means you can collect your medicines from your pharmacy as you need them, without having to reorder from your GP each time.



This service is not available to everyone or for every medicine. Ask your GP practice if you are eligible for this service and if they are able to offer it.

In person at your GP practice

Almost all GP practices have a form to request a repeat prescription that you can hand to the reception team. If you have a "repeat slip" you can use this, or simply write a note with your name, address, date of birth and the items that you require.



By post

Many practices allow you to post a request using their request form or a written request. Remember, if you are using second class post, there could be a delay.



When should I place my prescription order?

You should order when you have around 7-10 days of medication left to allow for the practice to process the request, and time for the pharmacy to dispense your medication.

If you have NHS App / Online Services you will be able to see the status of your prescription request.

Your medication

Your GP or clinician will sometimes need to review your request to check that the prescription is still appropriate for you. They may need to contact you to discuss your request before it is approved.

This is because GP practices need to make sure the medicines they prescribe are still appropriate for you, and they also have a duty to reduce medicine wastage.

Accessibility

This information is available in alternative formats, large print, easy read of other languages on request.



Ordering your repeat prescriptions online is the quickest and most efficient way to get your medication.

For support using the NHS App and for help to create an online account, please visit the help and support webpages at:

www.nhs.uk/nhs-app/