

IMPORTANT CHANGES

ORDERING REPEAT PRESCRIPTIONS **STOPPING TELEPHONE REQUESTS**

This practice will **NOT** be accepting telephone requests for repeat prescriptions from **Monday 4 September 2017**.

This is for reasons of patient safety, as more medication errors occur through this method of ordering than any other, and is in line with best practice advice from the Care Quality Commission.

YOU CAN ORDER BY:

- Accessing our on-line service via the practice website.
- www.newmarketroadsurgery.co.uk Come into the surgery with 2 forms of ID (one photographic and another with a valid address), and the receptionist will guide you through the process.
- By Post – if you leave us a supply of stamped addressed envelopes at the surgery we are very happy to post your prescription back to you.
- Dropping off your repeat order slip (attached to your prescription), with the items you would like to re-order clearly marked, into the box on the reception counter.
- Many pharmacies operate a collection service from our surgery. Please contact your local pharmacy for further information.

**PLEASE ALWAYS ALLOW 48 HOURS/2 WORKING
DAYS BEFORE COLLECTING YOUR REPEAT
PRESCRIPTION.**

