



# Prescription Process Changing 24 July 2023



## What is changing?

REPEAT PRESCRIPTION REQUEST  
Please allow 3 working days for this request to be processed

NAME  
DATE OF BIRTH

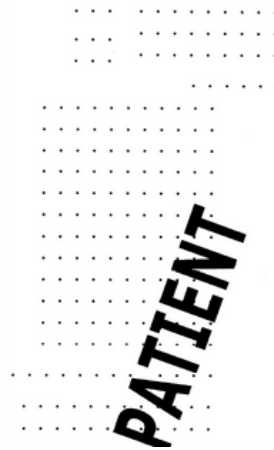
EPS - (electronic)  
FELBRIDGE  LLOYDS   
WAITROSE  BOOTS

NON EPS  
FELBRIDGE  LLOYDS   
WAITROSE  BOOTS

ITEMS REQUIRED - include dosage & quantity  
1  
2  
3  
4



Unsafe



Page 1 of 2 Date printed: 17-Apr-2023  
MOUSE, Minnie (Ms)  
NHS Number: 000 000 0000 EMIS Number: 23495  
The Ark, High Street, East Grinstead, RH19 3GW  
Pharmacy: Desk

1. We are unable to take prescription requests over the phone. Please register for Patient Access which allows you to order repeat prescriptions and book appointments on-line. Prescriptions take 2-3 working days to be processed.  
2. We use the electronic prescription service (EPS), as a more efficient method of handing prescriptions. To sign up please ask at your preferred pharmacy.

Aspirin 75mg dispersible tablets [ ]  
ONE TO BE TAKEN AS DIRECTED, 60 tablet(s)  
Last Issue: 02-Jul-2018 Next Issue Due: 03-Jul-2018

Bendroflumethiazide 2.5mg tablets RD [ ]  
One To Be Taken Daily, 28 tablet  
Last Issue: 06-Jul-2006 Next Issue Due: 06-Aug-2008

Bin-Six Test strips  
AS REQUIRED, 56 strip  
Last Issue: 07-Aug-2009 Next Issue Due: 08-Aug-2009

Haloperidol 5mg tablets  
One To Be Taken Twice A Day, 56 tablet  
Last Issue: 19-Sep-2022 Next Issue Due: 19-Sep-2022



Safe

As of the 24th of July we will be moving away from hand-written paper slips to the FP10 repeat prescription forms. From the 24th of July, you will be able to request prescriptions using the FP10 repeat prescription form or by using the NHS app or website.

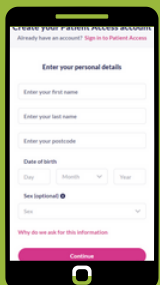
## What do you need to do?

1

Ensure you have been given a FP10 repeat prescription form when you collect your prescription.

2

On the FP10 repeat prescription form, tick which medication you are requesting and hand the form into reception or prescription box at the front of the building as usual.



You can also request prescriptions using the NHS app or website. If you are interested in this but aren't sure how to set it up, please ask one our team who will be happy to help.



# FAQs



## 1- What if the medication I want to request isn't on the FP10 Prescription Form?

If the medication you are needing to request isn't on your FP10 form, please contact the surgery to book a review with a clinician.

## 2- If I don't have a copy of my FP10, how do I get one?

The pharmacy will give you a FP10 when you pick up a repeat prescription so keep it safe for when you need to request your medication again. If you have lost your form or don't have a copy, please speak to reception and ask for a copy to be printed.

## 3 - How do I get help with the NHS app?

Firstly, we have lots of information on our website that may answer any questions you have. If you are still having difficulties, please visit the NHS app help and support page by scanning the QR code or at <https://www.nhs.uk/nhs-app/nhs-app-help-and-support/>



## 4 - How do I request medication for someone else?

You would need to complete a proxy access form (**for someone over the age of 16, the individual would need to complete the form themselves**) which allows you to request their medication via the NHS App / Patient Access. This can also be submitted via the FP10 form.

## 5- What if I require my medication urgently?

If you are running low on your medication, the NHS app is the fastest route for completing a request. Please allow 3-5 working days for prescription requests to be completed.

## 6. What if a hospital or consultant prescribes me medication?

Any urgent medication will be provided by the hospital. For us to issue any medications, we require written confirmation of the prescription which will be sent to us. Once we receive this confirmation, we can carry out the request within 3-5 working days.