

## Help Us!

Please help make our appointment system more efficient.

**Please do not order repeat prescription items when consulting your doctor or nurse.**

It takes up valuable time, detracting from active patient care.

## Remember:

Your Pharmacist is able to advise on all aspects of medication.

Take your medicine exactly as the doctor prescribed.

Finish the course, unless the doctor tells you otherwise.

Read the label carefully, and make sure you understand the instructions on the package before you leave the chemist.

Do mention what medicines you are taking to the chemist if you buy any over the counter preparations.

Keep medicines out of the reach of children.

Do not share your medicines with other members of your family or friends.

Do not take or save old medicines; return them to your chemist for disposal.

Most people have no or few side effects from their medicine. However, if you feel that your medicine is causing you unusual effects contact your doctor or pharmacist.

## Think Ahead!

It is your responsibility to ensure you have a sufficient supply of repeat medications. This is especially true during weekends and bank holidays.

Make sure you check your medicine supply regularly.

## Builth Wells Surgery

Glandwr Parc,  
Builth Wells,  
Powys.  
LD2 3DZ

**Fax:** 01982 553 826

## Llanwrtyd Wells Health Centre

Ffos Road,  
Llanwrtyd Wells,  
Powys.  
LD5 4RG



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**Builth & Llanwrtyd Medical Practice**

# **Requesting a Repeat Prescription**



The purpose of this leaflet is to describe the ways in which registered patients can request a repeat prescription.

There are 5 ways to request a prescription:

- 1. Reception**
- 2. MHOL**
- 3. Fax**
- 4. Post**

### **5. Chemist Collection Service**

## We do not take requests by telephone

We do not take requests during consultations with the doctors or nurses

Requests take a minimum of 3 working days to process

## Processing

**Requests for repeat prescriptions take three full working days to process provided they are received at the surgery before**

**11.30am Llanwrtyd 4pm Builth**

**(After 11.30am and 4 pm counts as being received the following day)**

Examples:

A request received at 2pm on a Monday will be ready for collection on Thursday

A request received at 5pm on a Monday will be ready for collection on Friday

**Please do not order supplies more than 10 days in advance.**  
(except holidays)

**Medication requested must be on repeat.**  
**Other requests may be refused.**

### 1) Reception

Orders can be taken in person at reception (Builth). Someone may order on your behalf.

Your original prescription has a green side (retained by the chemist) and a white side which details all medications available for you to request.

Retain the white side (right hand side) to use when making your next request.

Tick the medication you require on this white side and hand it to reception.

Alternatively a verbal or handwritten request may be made, stating clearly the names of medication required.

### 2) My Health Online (MHOL)

Register at your Practice (you will need photo ID)

Log in to your medical file and your prescription list will be available for you to select from

Select required items and submit to the surgery

If you wish to collect the script at our Llanwrtyd branch please mark this in the comments box at the end of the form

If the medication is not listed please put request in comment box. This will need to be approved by the GP and will take up to 5 working days

### 3) Fax

Ensure the patient can be identified.  
Send name and date of birth as a minimum.

Ensure that medication and quantities are stated clearly.

Fax Builth Wells: 01982 553 826

### 4) Post

Enclose a stamped addressed envelope, unless the prescription is to be collected from the Surgery.

Ensure the patient can be identified.  
Send name and date of birth as a minimum.

Ensure that medication and quantities are stated clearly.

### 5) Chemist Collection Service

Some local chemists offer a prescription collection service.

Patients request their repeat medication from the chemist instead of the Surgery.

Telephone requests can be made directly to the chemist and medication is collected direct from the chemist.

Patients need to register at their chosen chemist for this service.

The chemist will advise you of your collection date and the future order date to allow them to adhere to the repeat prescription timescale and make up medication orders.

Boots, Builth Wells:  
Tel: 01982 552 209

Paul Davies, Llanwrtyd Pharmacy:  
Tel: 01591 610 308

Lakeside Pharmacy, Llandrindod Wells:  
Tel: 01597 822 174

Boots, Llandrindod Wells:  
Tel: 01597 822 311