

Help Us!

Please help make our instant 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.

For further information see our reception team or visit our website:

www.builthsurgery.co.uk

Builth Wells Surgery

Glandwr Parc,
Builth Wells,
Powys.
LD2 3DZ

Fax: 01982 553826

Llanwrtyd Wells Health Centre

Ffos Road,
Llanwrtyd Wells,
Powys.
LD5 4RG

Fax: 01591 610841



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www.builthsurgery.co.uk

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 6 ways to request a prescription:

- 1) **Reception**
- 2) **Website**
- 3) **Fax**
- 4) **Post**
- 5) **Email**
- 6) **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 2 working days to process

Processing

Requests for repeat prescriptions take two full working days to process provided they are received at the surgery before 4pm.

(After 4 pm counts as being received the following day)

Examples:

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

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

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

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

Medication requested must be on repeat.
Other requests will be refused.

1) Reception

Orders can be taken in person at reception. 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) Website

The Practice has its own website at:

www.builthsurgery.co.uk

Follow the links to the prescription page.

There, a web form can be filled out with your request, then submitted.

You will receive email confirmation of your order shortly after submission. This will list the medications you have requested.

Take care to enter your email address correctly or you will not receive confirmation!

The web form is located on a secure server. Using the webform is more secure than email.

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 553826

Fax Llanwrtyd Wells: 01591 610841

4) Post

Enclose a stamped addressed envelope, unless the prescription is to be collected from 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) Email

Email is not secure.
We would prefer you to use our website form.
However email request will be accepted.

Appropriate links are available on the prescription page of our website

www.builthsurgery.co.uk

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

Ensure that medication and quantities are stated clearly.

Specific addresses are as follows:

scriptbuilth@builthsurgery.co.uk

scriptllanwrtyd@builthsurgery.co.uk

You will receive email confirmation of your order.

6) 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 and medication is collected direct from the chemist.

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

Boots, Builth Wells:
Tel: 01982 552509

Paul Davies, Llanwrtyd Pharmacy:
Tel: 01591 610308

Lakeside Pharmacy, Llandrindod Wells:
Tel: 01597 822174