



How to order your medication

We issue your regular medication (repeat prescriptions) automatically, this means you do not need to contact the Practice and ask for it to be re-prescribed.

Regular medication is anything that you have been asked to take a set amount of each day.

This includes items such as cholesterol medication.

You will need to request medication that does not have a set amount to take each day.

This includes:-

- Pain relief
- Inhalers
- Nasal sprays
- Eye drops
- Creams and ointments
- Insulin and other diabetic equipment
- Liquid medication

If you need to be reviewed we will contact you in advance of your medication being due.

We accept prescription requests:-

- Online
- Posting your request in the box provided at Clayton or letterbox at Allerton

We do not routinely accept requests:-

- Verbally
- Over the telephone (except in certain circumstances e.g. The housebound or Gold line patients and during the COVID pandemic) between the hours of 10.30am – 3.30pm, Monday to Friday.
- From the chemist (except in certain circumstances)

Remember to tell us if:-

- Your medications have changed and you are still receiving additional items
- If you no longer wish to continue taking a medication
- If you are going on holiday and require your medication earlier than its due date – please note the maximum issue we can prescribe for a holiday is 3 months