



Need more Information?

Speak to a member of staff to help get started with online services or visit our website.

castledoningtonsurgery.com

Photographic proof of ID will be required for registration for online services.

Repeat Prescriptions

How to order your medications

Castle Donington
Surgery

Tel: 01332 856050

How to order you medication

When can I order?

Do not leave your requests till the last minute as you may run out.

You can order your medication up to 7 days before it is next due. The due date is shown on either your paper repeat slip or shown online, if you have access. Please do not attempt to order before the 7 days as your request will not be processed.

The practice requires 48 hours (excluding weekends) to process your requests. This excludes the time the pharmacy needs to prepare your medications for collection.

Can I order by telephone?

NHS policy recommends that GP practices do NOT accept medication requests over the phone. We require patients to use alternative methods.

Patients without internet access and who are housebound or too unwell may be able to order via the telephone with prior agreement from the GP.

If in doubt, speak to a member of the team.

Urgent requests

We will only process prescription requests the same day for certain medication.

Forgetting to order your medication, does not constitute an emergency.

How can I order my medication?

Any online / internet based method gives you the flexibility to send through your medication request, even when we are closed.

SystemOnline

This is great for those patients who have access to the internet via a laptop/PC, smartphone or tablet.

NHS app

This app is under constant development and improvement by the NHS and connects directly into your existing online access.

One of the great things about the NHS app is that you can download and get set up all on your own without input from the practice. It also allows you to manage which pharmacy we send your prescription to as all prescriptions are now sent electronically to your nominated pharmacy.

The NHS app also has the ability for you to send textual requests for medication and does not rely on items being on your repeat list. This can be used for items not on your repeat list.

Email

For those patients who do not have access to any of the other online services we recommend patients use the dedicated prescription email address.

prescriptions.cds@nhs.net

This method is also handy for people ordering on behalf of others, as you do not need any "log in" details or passwords.

We ask that you list exactly what medication you wish to order and the quantities. You must also include your / the patient's full name and date of birth.

Paper

The practice continues to accept the traditional "repeat slips" that you receive when your medication is issued at the pharmacy.

Those patients who do not have their slips (or wish to order items not on their repeat slip) we ask that you list your request on paper and include your name and date of birth. Paper requests are to be left in the post box attached to the wall next to the main entrance door.

Just because you've requested

Not all requests are granted, every request is subject to GP authorisation.

Your medication may not be issued if you are overdue for a review, the GP wishes to see or speak to you beforehand or you have requested too early.

Our staff will contact you if your items have not been issued and arrange any appointments requested by the GPs