

## KIPPAX HALL SURGERY

**Dr. Jason Jones**  
**Dr. Jackie Hawkhead**  
**Dr. J Cain (Salaried GP)**  
**Dr. E Layton (Salaried GP)**

## Repeat Prescriptions

If you require regular medication on prescription a repeat prescription can be set up by your GP allowing you to order the items at set intervals without needing to see a doctor on every occasion.

If you are a new patient and have been receiving repeat prescriptions from your previous surgery you will need to see one of our GP's to arrange this service.

### How to order a repeat prescription

**Please place your order one week before you run out**

**Your prescription request must be in writing.** If you don't have a computer generated repeat list, please make sure that you provide all the following details when requesting your repeat prescription: your name, address, date of birth, and the list of medicines that you require.

You may request a repeat prescription using any of the following methods

**In person** – Tick all the items you require on the order form and place in the prescriptions box on the reception counter

**By Post** – Tick all the items you require on the order form and post it to us

**Online** at <https://SystemOnline.tpp-uk.com>. In order to use this service you will need to obtain a user name and password from the surgery. Please contact reception for further details

**Email** – Please send your request to [kippaxhall.reception@nhs.net](mailto:kippaxhall.reception@nhs.net)

**Fax** – please fax your request to 0113 2873970

**Please note we do not take repeat prescription requests over the telephone.**

### Collecting a repeat prescription

**Your prescription will be ready for collection from the surgery within 48 hours of receiving your request,** unless the doctor needs to see you.

For your safety, the doctor may need to see or speak to you before deciding whether to issue a prescription. If any of your items cannot be issued we will try to phone you to let you know. If we are unable to contact you then we can only let you know when you come to collect your prescription. **Please ensure you let us know of any change of address or phone number, including mobiles.**

You may arrange to have your prescription sent electronically to a pharmacy of your choice. To nominate a pharmacy please speak to a member of our reception team.

We can only send out prescriptions in the post if you supply us with a self addressed stamped envelope.

## Home Deliveries

If you require your medicines delivered you must arrange this with your preferred pharmacy. We are not responsible for deliveries and all queries relating to home delivery should be taken up with the pharmacy direct.

## Medication Reviews

The doctor may need to see you every so often to review your medication. This is to ensure:

- Your medicines are working well for you
- There are no adverse affects
- There may be new alternatives to your current medication

If you have not attended for a medication review when advised of the need to do so we may not be able to issue your prescription.

## Ordering the Contraceptive Pill

Repeat prescriptions for the contraceptive pill will only be available for collection following a pill check with a member of the nursing team. At your appointment the nurse will check your blood pressure to ensure that you are not suffering any adverse affects of the pill.

## Help us to help you

- Ensure you notify us of changes to your contact details
- Order your medicines a week before you run out
- Only order the items you need. If you have stopped taking any of your medicines please let us know
- Attend for a medication review when advised to do so

## Contact us

- For routine enquiries about your repeat prescriptions please contact a member of the reception team.
- If you have any concerns regarding the medication you are taking please make an appointment to see one of our GP's
- If you wish to provide feedback or raise an issues with regard to our system for managing repeat prescriptions please contact our Practice Manager, Karen Taylor