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NEWS AND UPDATE

NEWS AND INFORMATION

(by Debi Rattray, Practice Manager)
www.appletreemicalpractice.co.uk

Help us to help you

Please contact the practice after 11 am for all non-urgent queries, to book routine appointments and all results. This leaves the phone lines free for morning emergency appointments and requests.

How to order your repeat prescription OUR PRESCRIPTION REQUEST SYSTEM.

When you need a new prescription for your usual treatment, **please tick the items required on the printed tear-off counterfoil** which comes attached to your prescription.

This tear-off could either be brought into the surgery and deposited in the prescription request box (near the reception desk or in the box outside on the main gate), or could be posted to us (with a s.a.e. if you wish us to post it back, please make sure the s.a.e and counterfoil are stapled together).

All repeat prescription requests require **48 hours'** notice. Please refer to the table below to check when your prescription will be ready to collect.

Day ordered: Monday	Collect after 2pm Wednesday
Day ordered Tuesday	Collect between 11.00 and 12.30pm Thursday
Day ordered Wednesday	Collect after 2pm Friday
Day ordered Thursday	Collect after 2pm Monday
Day ordered Friday	Collect after 2pm Tuesday

Please check that your prescription does not need to be **reviewed by your doctor** before submitting your request.

If your medication is not on repeat, please put a request in writing or come in to the practice to complete a request form.

Please also help us to provide the best patient care for all patients and collect your prescriptions in an afternoon when the surgery is less busy. This is also the best time to make routine appointments and enquire about results.

If you register for online services you will be able to order repeat medication online.