



Patient Services - How to request a Repeat Prescription On-line

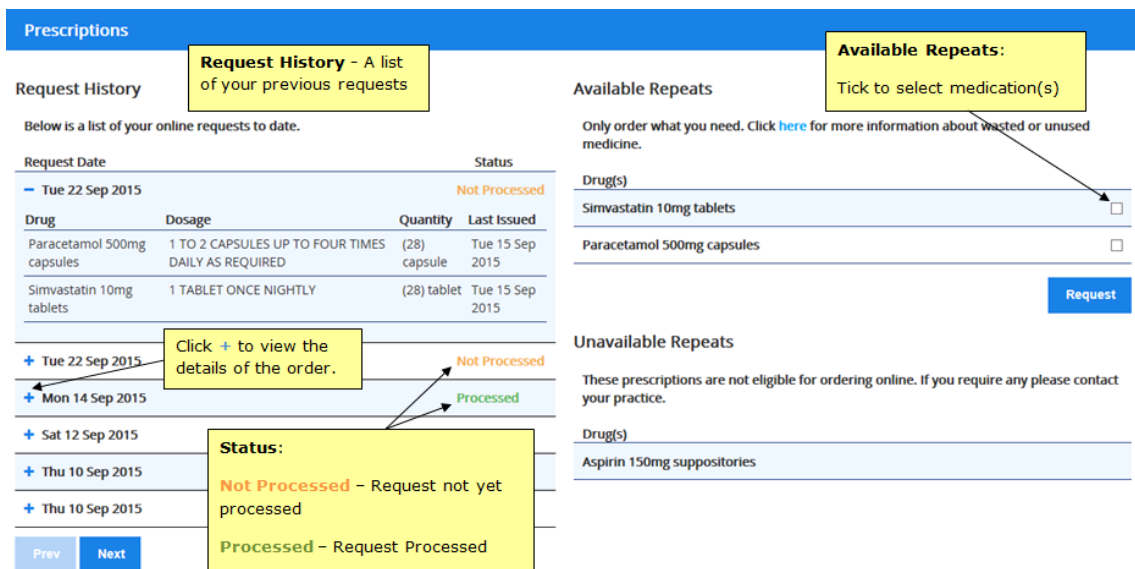
Once you have registered for Patient Services, you can view and request your repeat medication, day or night, from anywhere with internet access.

 **Note** - You must contact your registered GP Practice to set up your on-line access.

Request a Prescription

To request a repeat prescription:

1. Log in to www.patient-services.co.uk in the usual way.
2. Select **Prescriptions**, and the Prescriptions screen is displayed. There may be advice regarding prescription ordering from your surgery above your **Request History** and **Available Repeats**.



The screenshot shows the 'Prescriptions' page with the following sections and annotations:

- Request History:** A table listing previous requests. An annotation points to the 'Request History - A list of your previous requests' header. Below the table, an annotation says 'Click + to view the details of the order.' pointing to a plus sign next to a date.
- Available Repeats:** A section for selecting medications. An annotation says 'Available Repeats: Tick to select medication(s)' pointing to checkboxes next to 'Simvastatin 10mg tablets' and 'Paracetamol 500mg capsules'. A 'Request' button is visible below this section.
- Unavailable Repeats:** A section for prescriptions not eligible for online ordering.
- Status Legend:** A box explains the status: 'Not Processed - Request not yet processed' and 'Processed - Request Processed'.

Request Date	Status		
- Tue 22 Sep 2015	Not Processed		
Drug	Dosage	Quantity	Last Issued
Paracetamol 500mg capsules	1 TO 2 CAPSULES UP TO FOUR TIMES DAILY AS REQUIRED	(28) capsule	Tue 15 Sep 2015
Simvastatin 10mg tablets	1 TABLET ONCE NIGHTLY	(28) tablet	Tue 15 Sep 2015
+ Tue 22 Sep 2015	Not Processed		
+ Mon 14 Sep 2015	Processed		
+ Sat 12 Sep 2015			
+ Thu 10 Sep 2015			
+ Thu 10 Sep 2015			

Prescriptions screen

3. Under **Available Repeats**, select the medications you want to order.

Request

4. Click **Request**.

5. The **Confirm Your Request** screen is displayed:

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Prescriptions

Confirm Your Request

Selected Medications

Simvastatin 10mg tablets

Paracetamol 500mg capsules

Message for the practice (Optional) ←

1000 characters left

Please note that practice staff other than the clinician may read this

[← Back](#) [✓ Confirm](#)

Confirm, orders the medications selected
Back, allows you to change your selections

You can enter a message for your practice here but remember this may be seen by non-clinical staff at the surgery

Confirm Your Request lists the medication you have requested

Confirm Your Request

6. Check the items you have ordered and add a message if required (max 1000 characters).

Be Aware - Messages added to the request may be viewed by non-clinical staff.

7. Click **Confirm** [Confirm](#) to send your request to your GP Practice.

8. If delivery:

- is successful, **Request Sent** is displayed. You will also receive an email confirmation message and/or an SMS (if used at your practice).
- fails, the "Order Error - Error making repeat request, please try again later" message is displayed. Click **Prescriptions Home**

[Prescriptions Home](#)

and try again, if this still does not work click on

Contact Us

[Contact Us](#)

to report a fault.

9. Once you have finished, click **Log Out** to exit Patient Services.