

### Requests for repeat prescriptions

It is advisable to request repeat prescriptions two weeks in advance, in case a visit to your doctor is required.

All requests for repeat prescriptions without seeing the doctor are subject to the process below and will always be a matter of professional judgement by the General Practitioner. The process ensures that repeat prescribing is reliable, safe and consistent.

Nurses are trained to check when patients were last seen for conditions relevant to the medication review, specific medical instruction, that criteria are met, and that recalls and classifications are reviewed. This may involve verbal checks with patients.

Requests for repeat prescriptions are authorised by the doctors only, but occasionally may be issued in association with a registered practice nurse with some prescribing authorities. Prescriptions cannot and will not be issued without a doctor's authority.

All patients must be seen at least 6 monthly for repeat prescriptions, with a very few medical exceptions.

If the patient has not been seen in the last 6 months, the GP has the discretion to provide either a 'bridging script' until an appointment is available or a further repeat, and this will be documented in the medical record along with the rationale for the repeat without a visit.

Patients are notified of the procedure for collection of repeat prescriptions, and a notice is displayed in the waiting room.

### Invoicing and Collection

1	Prescriptions involve clinical assessment / consultation, but are not government-funded, therefore are a charged service, payable at the time of issue.
2	Requests are acknowledged via the ManageMyHealth portal and/or via text/phone call, together with an invoice or charge advice.
3	Collection times for routine prescriptions are within 48 hours.
4	Urgent/same-day prescriptions are available after 4.00pm on the same day and an extra charge is incurred.
5	Prescriptions for collection are held at reception, together with any applicable invoice which must be paid at the time of collection.