

Moss Grove Surgery-Kingswinford
Help us, to help you
Ordering Repeat Prescriptions

- Please ensure you bring your computer repeat prescription form.
- If telephoning, please **do so after 11.30 am**.
- Give as much information as possible about the medication you need, especially the name and strength.
- Give at least 48 hours' (2 full working days) notice for repeat prescriptions, **remember to leave extra days processing if you are collecting your medication direct from the pharmacy as they require time to dispense your medication.**

Ways in which you can order your prescription:

1. Post:

- Post through our letter box, out of hours, remember there is no one on the car park on Saturdays and Sundays, good time to drop it through the letter box.
- If housebound, you could send your request via the post. Please remember to enclose a stamped addressed envelope, if you want it posting back to you.

2. Fax:

- Fax your computerised order sheet to us on 01384 402329. Again allowing 48 hours (2 full working days) for the prescription to be processed.

3. Telephone:

- As an alternative to the above, you are able to telephone your request but please **do so after 11.30 am**. Please try and avoid Mondays if at all possible, as it can be a very busy day. Please telephone 01384 277377.

4. Coming soon

- On line prescription requests - we are waiting an update on our computer software, where by you will be able to register to request your prescriptions on line.

As we have received a number of complaints from patients stating that they are unable to get through to the surgery on the telephone, could you please use options 1 or 2 as preference.

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