***SEVERNBANK SURGERY***

**REQUESTING REPEAT PRESCRIPTIONS**

As from 1 February 2025, it will not be possible to request repeat prescriptions over the telephone.

We would request that prescriptions are now ordered via one of the following channels:-

* NHS App
* Website

<https://severnbanksurgery.co.uk/prescriptions>

* GP Online system (SystmOne)

In order to use this secure ordering service you must first register for online services. Please ask one of our receptionists for a letter containing your unique identifiers to allow you to register.

This facility will allow you to make doctor appointments online and order repeat prescription items authorised by your GP direct from your computer records.

Please keep safe all passwords allocated to you. Do not share these with anyone else.

* Prescription counter-foil
* Written request
* In person
* Email

[severnbank.dispensary@nhs.net](mailto:severnbank.dispensary@nhs.net)

Please allow 5 working days from the time you place your order until you collect your prescription from us.