

Online Prescription Requesting (Patient)

View Available and Past Prescriptions

Using Patient Services online you can view all your repeat prescriptions that are available to order online and those that you have received in the past that are now unavailable to order.

- After logging in, click on the **Prescriptions** tab
- From the **Available Repeat Prescriptions** list you can see your list of medication available to order
- From the **Past Repeat Prescriptions** you can see previous prescriptions that have been issued but are no longer available
- From **Request History** you can see in chronological order your previous medication requests and their progress in the status column

▼ Available Repeat Prescriptions

Only order what you need. Click [here](#) for more information about wasted or unused medicine.

Drug(s)	Dosage	Quantity	Last Issued	Available Requests
Paracetamol 500mg capsules	1 TO 2 CAPSULES UP TO FOUR TIMES DAILY AS REQUIRED	(28) capsule	Tue 15 Mar 2016	93 <input type="checkbox"/>
Simvastatin 10mg tablets	1 TABLET ONCE NIGHTLY	(28) tablet	Tue 15 Mar 2016	95 <input type="checkbox"/>

Message to practice

Message for the practice (Optional)

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[Request](#)

▼ Past Repeat Prescriptions

Drug(s)	Dosage	Quantity	Last Issued
Aspirin 150mg suppositories	ONE PER DAY	(11) suppository	Wed 23 Sep 2015

Available and Past Repeat Prescriptions Lists

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

▼ Available Repeat Prescriptions





Only order what you need. Click [here](#) for more information about wasted or unused medicine.

Drug(s)	Dosage	Quantity	Last Issued	Available Requests
<input type="checkbox"/> Simvastatin 10mg tablets	1 TABLET ONCE NIGHTLY	(28) tablet	Thu 28 Apr 2016	93
<input type="checkbox"/> Paracetamol 500mg capsules	1 TO 2 CAPSULES UP TO FOUR TIMES DAILY AS REQUIRED	(28) capsule	Mon 4 Apr 2016	90
<input type="checkbox"/> Ferrous calcium citrate 181.5mg tablets	1A DAY	(30) tablet		6
<input type="checkbox"/> Omeprazole 10mg gastro-resistant capsules	1 CAPSULE ONCE A DAY	(28) capsule		12

Request Prescriptions screen

4. In **Message to practice (optional)** you can enter a free text message for your surgery.

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

5. Click **Request** .
6. The **Confirm Your Request** screen is displayed.
7. Check the items you have ordered, and click **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**  and try again, if this still does not work click on **Contact Website Support**  to report a fault.
9. Once you have finished, click **Log Out** to exit Patient Services.

How do I check my Medication Request?

You can track the progress of your medication request online in the **Request History** section. There are a number of status:

- **In Progress** - means the request has been sent but not yet actioned by the practice.
- **Processed** - means your practice has processed the prescription, but please check the welcome message on the Prescription page for any instructions
- **Not Processed** - means your practice has not yet processed this request
- **Rejected** - means your request has been rejected by the practice.

Request History	
Request Date	Status
+ Wed 9 Mar 2016	In Progress
+ Wed 9 Mar 2016	In Progress
+ Tue 8 Mar 2016	In Progress
+ Tue 8 Mar 2016	In Progress
+ Thu 25 Feb 2016	Not Processed
+ Wed 24 Feb 2016	Not Processed

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Patient Services - Prescriptions - Request History

Medication Request Rejected

You can view the reason why a medication request has been rejected by clicking on the **+** next to the relevant date in **Request History**. A free text message is displayed from your surgery explaining why they have not issued the prescription, for example "Ordered too early".

Request History			
Request Date	Status		
+ Wed 6 May 2015	Processed		
+ Tue 5 May 2015	Rejected		
Drug	Dosage	Quantity	Last Issued
Paracetamol 500mg capsules	1 TO 2 CAPSULES UP TO FOUR TIMES DAILY AS REQUIRED	(100) capsule	Tue 5 May 2015
Practice Message : Ordered too early			
+ Tue 5 May 2015	In Progress		

Patient Services - Prescriptions - Rejected Message

View all Available and Unavailable Repeats

You can view all your repeat prescriptions both available and unavailable to order online.

Log in to Patient Services in the usual way and select **Prescriptions**. All requests made in the display period set by your GP practice are displayed here.

▼ Available Repeat Prescriptions

Only order what you need. Click [here](#) for more information about wasted or unused medicine.

Drug(s)	Dosage	Quantity	Last Issued	Available Requests
Simvastatin 10mg tablets	1 TABLET ONCE NIGHTLY	(28) tablet	Thu 1 Oct 2015	97 <input type="checkbox"/>
Paracetamol 500mg capsules	1 TO 2 CAPSULES UP TO FOUR TIMES DAILY AS REQUIRED	(28) capsule	Tue 2 Feb 2016	94 <input type="checkbox"/>

Message to practice

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[Request](#)

▼ Past Repeat Prescriptions

Drug(s)	Dosage	Quantity	Last Issued
Aspirin 150mg suppositories	ONE PER DAY	(11) suppository	Wed 23 Sep 2015

Prescriptions screen

Repeat prescriptions available to order, they are displayed in the **Available Repeats** list. If required, you can order a repeat from this list. .

- **Request History** displays prescriptions you have requested, see [Checking your Request](#).
- **Available Repeats** displays all items that can be requested, see [Request a Prescription](#) (page 29).
- **Unavailable Repeats** displays repeats that cannot be ordered online, these items may have expired or have reached their maximum number of issues and need to be reauthorised by your GP Practice. Contact your practice direct to request any unavailable repeats.