

Bridge Surgery Newsletter May 2019



Repeat Prescription Ordering

Changes to ordering your repeat prescription online

Do you order your repeat prescription online? At present there are two ways to do this – both accessed via our website:

SystemOnline – if you have registered for online services to make and cancel appointments you can also order your repeat prescription using *SystemOnline*. This way takes you directly to your repeat prescription screen in our clinical system where you tick the items that you require and after you have clicked 'submit' the request goes straight through to our reception team.



Website Form – the other way of online ordering at present is via the 'form' on our website. You do not have to be registered to do this but can also set up log in details in order to remember your medication. It looks like this:

Bridge Surgery

Repeat Prescription Request Form

Important Information

You do NOT have to register to order your repeat prescription - it is your choice. If you do not wish to register simply use the form below to place your order. There are some advantages to registering and you can [read about them here](#). To register click the link above.

Choose a Patient

Patient One Patient Two

This form can remember details for up to two people - you must register to store more

Patient Details

Full Name: *
Date of Birth: *
Email:
Confirm Email:
Daytime Tel: *
Your Doctor: Select your usual Doctor

Medication

You may request up to twenty separate items. Enter each drug and strength on your prescription. Untick the 'Required' box if you do not require the item this time.

Please note that items will only be dispensed if they are included on your repeat prescription and a medication review is not pending

Drug	Quantity and/or Strength	Required
		<input type="checkbox"/>

TAKE OUR SURVEY

About This Form

Fields marked with a red asterisk are compulsory. *

This form uses cookies to store your information for next time.

The information is stored on your computer when you send your request or when you switch patients - but only if you check the 'Remember my details...' box.

To save details for a second person use the radio buttons at the top of the form. To save details for more than two people or if you are having trouble with cookies, register with the prescription service and your details will be saved securely in the online database and recalled when you log in. Registering is quick, simple and free.

Personal Information

Personal information retained on this system is stored in a secure data centre located in the UK and is treated as confidential. Where appropriate this data is deleted two months after its creation.

By using this form you will be sending information about yourself across the Internet. Whilst every effort is made to keep this information secure, you should

We have had several incidents of patients ordering incorrect medication using this form as each drug has to be manually inputted with the assistance of a drop down menu. The wrong formulation of a drug has been ordered and also medication no longer being taken as the form saves what had previously been ordered. These errors were all picked up prior to the prescription being issued but take time to investigate and are potentially a patient safety issue. There are also other issues with this form – the number of items that can be ordered is limited to 20 and antivirus software can clear the list of previously inputted drugs. It is also easy to forget to untick any drugs that are no longer required.

Patient safety is our top priority so in order to prevent the issues described above from happening in future we will be turning off this way of ordering repeat prescriptions on 30th June 2019.

Repeat prescriptions can still be ordered online after the end of June via *SystemOnline* and we encourage you to register for online services as soon as possible if you currently use the website form to order your prescription. Pick up an information leaflet and application form available from reception or on www.bridgesurgery.net and complete the form and then visit the practice in person with documents to verify your identity. Online access to make appointments and order prescriptions will be granted within a few days. Please ask a receptionist if you are unsure of the process.

Please note that we do not accept requests for repeat prescriptions over the phone.

Ordering your repeat prescription

Please allow two working days for us to process your order and send to your nominated pharmacy.

Please remember to allow a further two working days for the pharmacy to prepare your medication so that it is ready for collection.

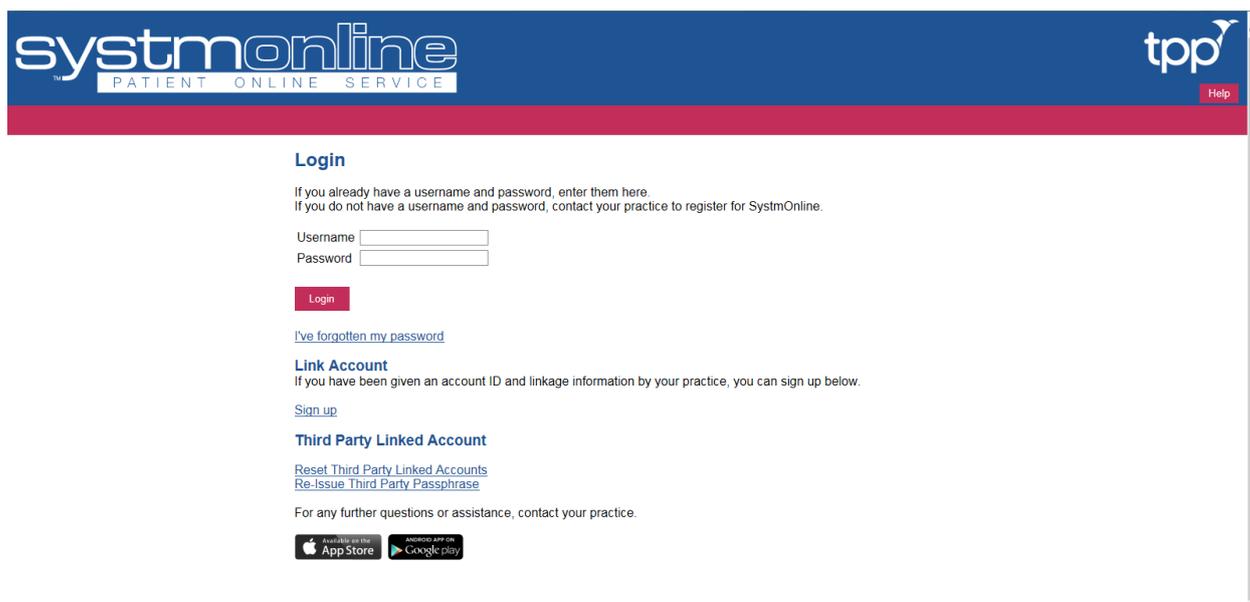
Unfortunately we receive a huge number of last minute urgent orders from patients who have forgotten to order in good time and are about to run out of their medication. These requests interrupt and delay other prescription requests from patients that have ordered in good time.

Please be considerate to other patients and help us to help you by ordering your repeat prescription in good time – ideally a week before you are due to run out.

We accept orders in the following ways:

Online via *SystemOnline* – this is our preferred way of ordering. If you are not already registered for online services please complete a form and bring your identity documents in to reception. Please note from 1st July this will be the only way we accept orders online.

SystemOnline looks like this:



The screenshot shows the SystemOnline Patient Online Service login page. At the top, there is a blue header with the 'systemonline' logo and 'PATIENT ONLINE SERVICE' text. To the right is the 'tpp' logo with a 'Help' button. Below the header, the page is white with a red 'Login' button. The login section includes a 'Login' heading, instructions for existing and new users, and input fields for 'Username' and 'Password'. Below these are links for 'I've forgotten my password', 'Link Account', 'Sign up', 'Third Party Linked Account', 'Reset Third Party Linked Accounts', and 'Re-issue Third Party Passphrase'. At the bottom, there are links for 'App Store' and 'Google play'.

Post your re-order slip (or complete an order slip) into one of the red post boxes inside the lobby of each entrance and at our new prescription point in the waiting room.

Post your re-order slip to us by Royal Mail.

or arrange a pharmacy to order for you.

Hospital Medication Requests

Whilst we understand that patients are keen to start any new medication prescribed by the hospital quickly, please allow two working days for your prescription to be prepared. If a consultant wishes you to start new medication immediately they are able to issue a prescription for you to obtain from the hospital pharmacy. Thank you.

Please note our fax machine will be switched off on 30th June 2019.