



Stewart Medical Centre
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Stewart Medical Centre Patient Participation Group



SMC PPG
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GUIDANCE FOR ONLINE REQUESTING OF A REPEAT PRESCRIPTION

Repeat prescriptions

Patients who are on regular medication can request repeat prescriptions online. This leaflet provides a step by step guide, with screen prints, on how to request a repeat prescription online. This service is available 24 hours a day, 7 days a week and allows patients to request repeat prescriptions without having to ring the surgery. There is also a **Patient Access App** so you can arrange for a repeat prescription on the move.

All of the pharmacies in Buxton offer a prescription collection service and this can be arranged for you at the surgery. The prescriptions can be sent electronically to your pharmacy of choice if you have made a prior arrangement. Otherwise, prescriptions can be collected from the surgery or sent to you by post if you provide a stamped addressed envelope.

Repeat prescriptions requested on line still have to be authorised and this can take two working days (three days if they go to a chemist). You will have to go online:

- first to request the prescription; and then
- two working days later, to check that the request has been approved and that the prescription is ready for collection etc.

When you login, you will see a menu from which you select the medication(s) you require. If your medication has changed recently (dosage or type of medicine) the medication list on the screen may not be up-to-date. If it is not current, you should put a reminder in the comment box for the authorising doctor and notify the surgery.

If you are successful, the last prescription accepted will remain on your **Welcome** page for two to three weeks or until your next prescription is processed. If your last medication request was put on two separate prescriptions, only the last one will be displayed

To request a repeat prescription online,

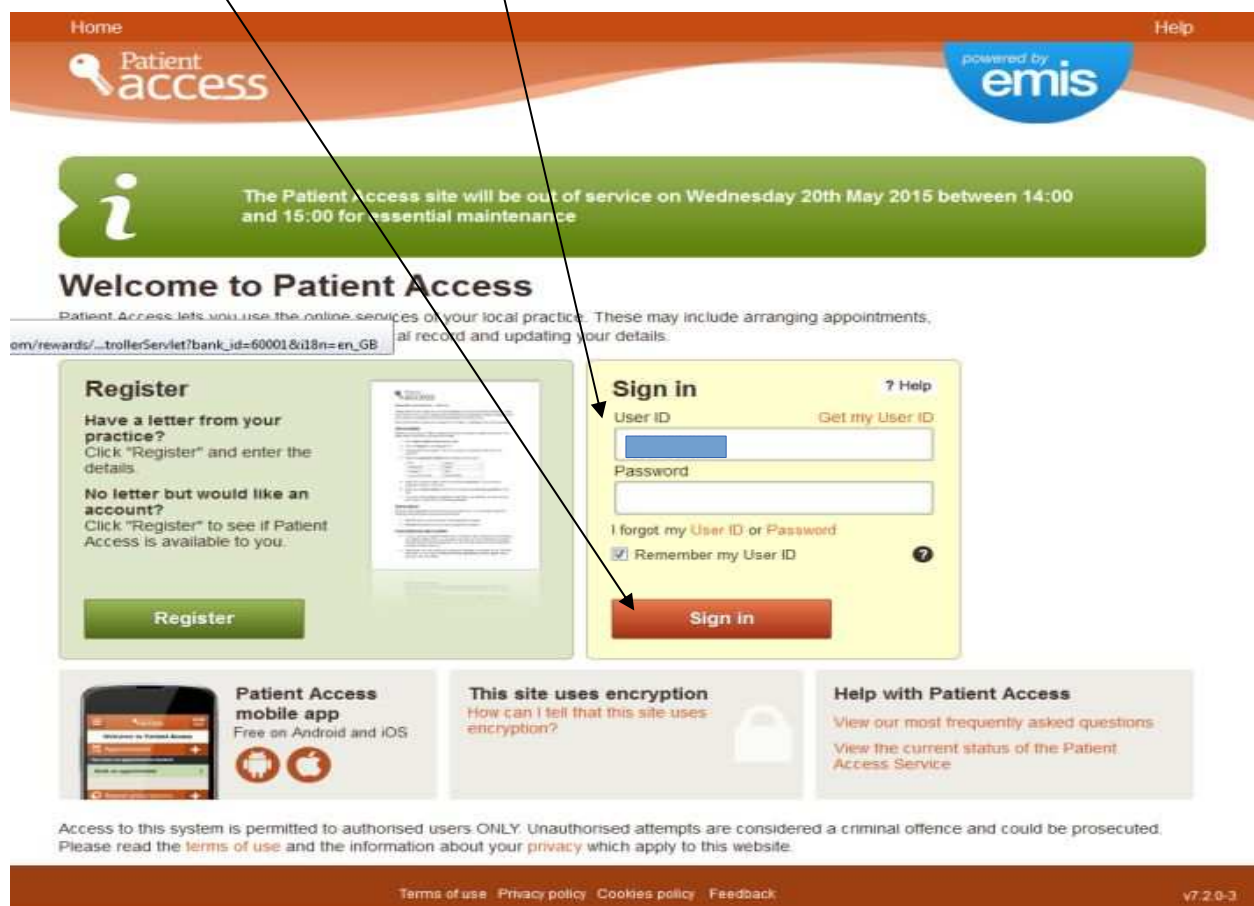
PLEASE USE THE FOLLOWING STEPS

(The information in this leaflet is correct at the date of issue but may be subject to change.)

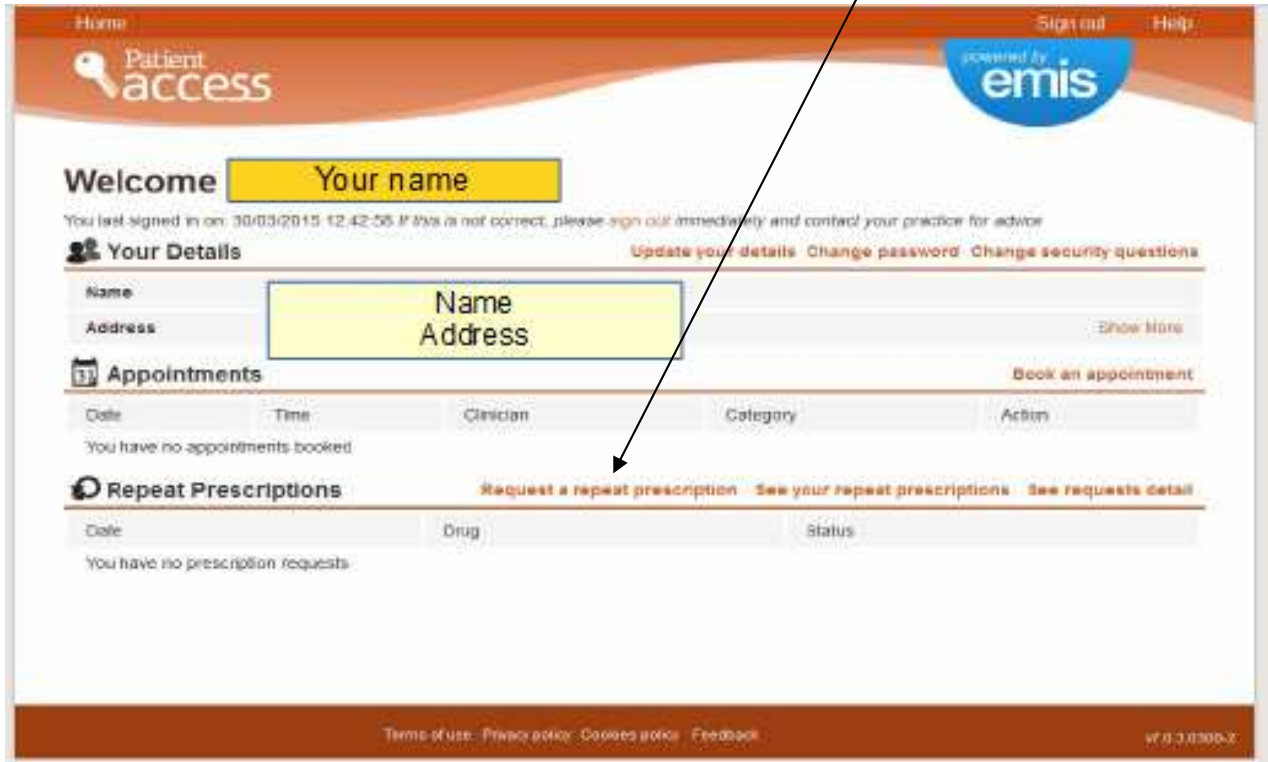
Step 1. Log into the **emis Welcome to Patient Access** page by any of the following means (see the registration guidance for more information):

- Go to the **Stewart Medical Centre Home** page. Click **Sign in** on the top right corner of the SMC home page or **[CLICK HERE TO BOOK AN APPOINTMENT.](#)**
- Google (for example) search **emis** and click on **Patient Access Patient login.**
- Start the **Patient Access App** on your smartphone or tablet.

Enter your **User ID and Password** (see Registration guidance) and then click on **Sign in** to take you to the Welcome your name page.



Step 2. On the **Welcome** page, click on **Request a repeat prescription** to take you to the **Your Repeat Medication** page.



Step 3. On the **Your Repeat Medication** page, in the **Select** column, click on the **squares** (a tick should appear) for the medications you require and then, if desired, insert a message in the Message box. **You will need to insert a reminder if the medication on screen does not match up with your latest medication.** Click on the green **Submit Request** box on the bottom left to take you to the Here are the details of your request page.

Home Sign out Help

powered by **emis**

Your Repeat Medication

Select the medicine(s) you want to request by ticking the check box. Add a message related to the request if required and click the "Submit Request" button.

You can search for information on each item by clicking the **i** icon. This will open in a new window. This information is taken from www.patient.co.uk where you can find information on medicines and other medical topics.

Select	Drug	Details	Last issued
<input type="checkbox"/>	[Redacted]	One To Be Taken Each Day, 56 tablet	24 Apr 2015
<input type="checkbox"/>	[Redacted]	ONE TO BE TAKEN DAILY, 2 x 28 tablet	24 Apr 2015
<input type="checkbox"/>	Simvastatin 20mg tablets	ONE TO BE TAKEN AT NIGHT, 2 x 28 tablet	24 Apr 2015
<input type="checkbox"/>	[Redacted]	ONE TO BE TAKEN DAILY, 2 x 30 capsule	24 Apr 2015

You may include a message relating to your request
if you need to request something that is not listed above, contact your practice.
The only characters allowed are numbers, letters, full stops, commas and apostrophes.

Maximum characters 200. You have 200 characters left.

If your doctor works at more than one place, please remember to say where you usually collect your repeat prescriptions

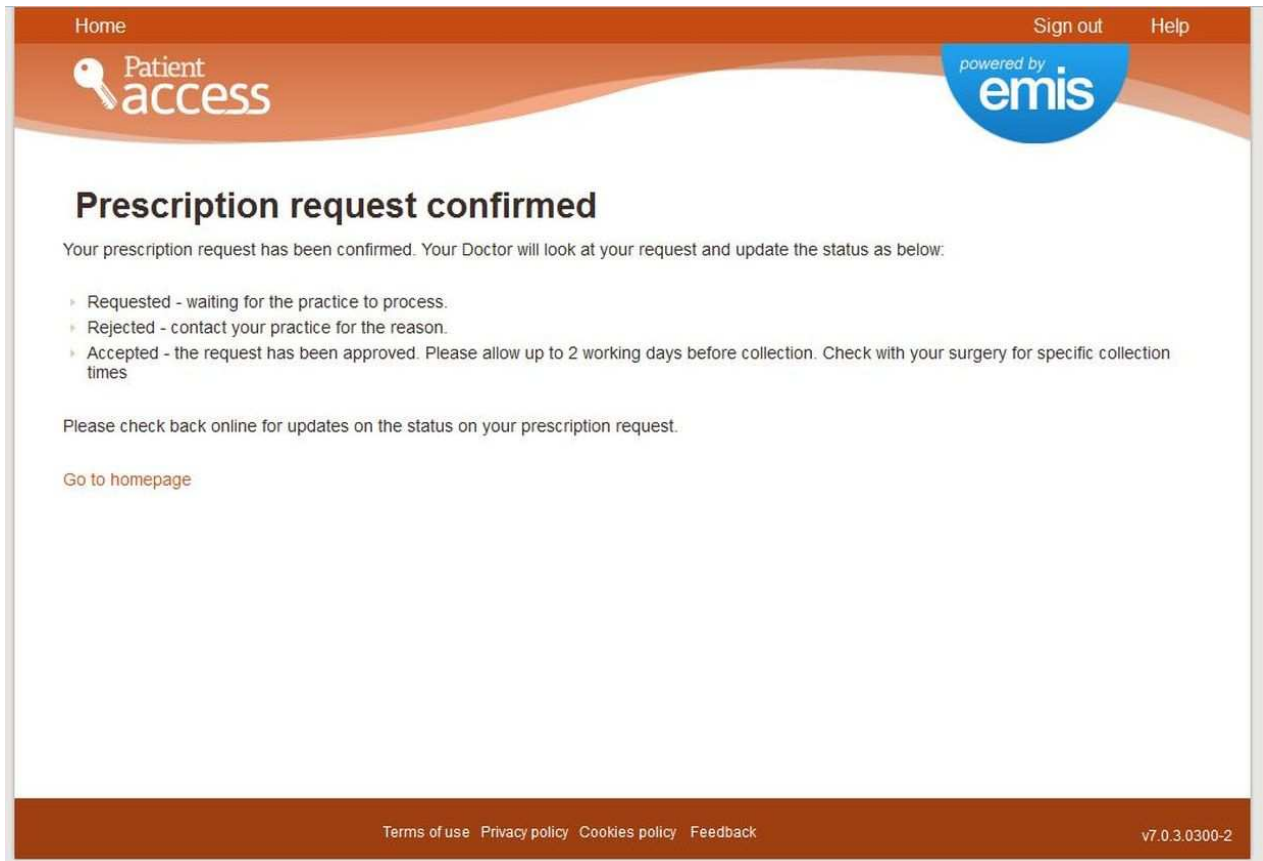
Submit Request

Terms of use Privacy policy Cookies policy Feedback v7.0.3.0300-2

Step 4. On the **Here are the details of your request** page, click on the green **Confirm** box to go to the **Prescription request confirmed** page.

The screenshot shows the 'Patient access' interface powered by 'emis'. At the top, there are navigation links for 'Home', 'Sign out', and 'Help'. The main heading is 'Here are the details of your request:'. Below this, a message states: 'You are about to request the medication(s) below. Click confirm to send the request.' A list of medications follows, each with a right-pointing arrow and a blue highlight box: 1. [Redacted] One To Be Taken Each Day, 56 tablet; 2. [Redacted] - ONE TO BE TAKEN DAILY, 2 x 28 tablet; 3. **Simvastatin 20mg tablets** - ONE TO BE TAKEN AT NIGHT, 2 x 28 tablet; 4. [Redacted] - ONE TO BE TAKEN DAILY, 2 x 30 capsule. Below the list is a 'Comment:' field. At the bottom of the content area are three green buttons: 'Confirm', 'Change the request', and 'Cancel the request'. The footer contains links for 'Terms of use', 'Privacy policy', 'Cookies policy', and 'Feedback', along with the version number 'v7.0.3.0300-2'.

Step 5. On the top row of the **Prescription request confirmed** page, on the top line, either click [Sign Out](#) or click on [Home](#) to book an appointment etc. Allow up to **two working days** for the request to be processed and then **Sign in** again.



The screenshot shows the 'Patient access' website interface. At the top, there is a navigation bar with 'Home', 'Sign out', and 'Help' links. The 'Patient access' logo is on the left, and the 'powered by emis' logo is on the right. The main heading is 'Prescription request confirmed'. Below this, a message states: 'Your prescription request has been confirmed. Your Doctor will look at your request and update the status as below:'. A bulleted list follows: 'Requested - waiting for the practice to process.', 'Rejected - contact your practice for the reason.', and 'Accepted - the request has been approved. Please allow up to 2 working days before collection. Check with your surgery for specific collection times'. A note says 'Please check back online for updates on the status on your prescription request.' and a link 'Go to homepage' is provided. The footer contains 'Terms of use', 'Privacy policy', 'Cookies policy', 'Feedback', and the version number 'v7.0.3.0300-2'.

Home Sign out Help

Patient access powered by emis

Prescription request confirmed

Your prescription request has been confirmed. Your Doctor will look at your request and update the status as below:

- Requested - waiting for the practice to process.
- Rejected - contact your practice for the reason.
- Accepted - the request has been approved. Please allow up to 2 working days before collection. Check with your surgery for specific collection times

Please check back online for updates on the status on your prescription request.

[Go to homepage](#)

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Step 6. On signing in again to the **emis Welcome** page, the status column on the bottom right of the page will say which medications are being **processed** (awaiting authorisation), which have been **rejected** or which have been **accepted**. **Sign Out** on the top row once you know the position.

The screenshot shows the Emis Patient Access 'Welcome' page. At the top, there are links for 'Home', 'Sign out', and 'Help'. The page is powered by Emis. The user is logged in as [redacted]. The page is divided into several sections:

- Your Details:** Includes fields for Name and Address, with a 'Show More' link.
- Appointments:** A table with columns for Date, Time, Clinician, Category, and Action. It shows 'You have no appointments booked'.
- Medical Record:** A link to 'View your medical record' with a warning to sign out after viewing.
- Repeat Prescriptions:** A table with columns for Date, Drug, and Status. It shows a prescription for Simvastatin 20mg tablets on 24 Apr 2015, with a status of 'Accepted'.

A red arrow points from the text in Step 6 to the 'Accepted' status in the 'Repeat Prescriptions' table.

Date	Drug	Status
24 Apr 2015	[redacted]	Accepted
	Simvastatin 20mg tablets	Accepted
	[redacted]	Accepted

Step 7. If accepted, you can then collect your prescription from the surgery (allow up to two working days from your initial request) or your made up prescription from your pharmacy of choice (allow up to three working days from your initial request). If rejected, you will have to contact the surgery to find out why. If you wish to collect your made up prescription from your pharmacy of choice then you must make a prior arrangement with the surgery.