



PATIENT ONLINE SERVICES

What is Patient Online?

Patient Online Services will enable you to use a secure link via our website, or an app on your phone, to order repeat prescriptions – anytime, anywhere, 24 hours a day, seven days a week.

We will also send your order electronically to a pharmacy of your choice saving you time and avoiding unnecessary trips to the practice to collect your prescription - instead, you can go to your nominated pharmacy the next working day to pick up your medicines.

We will ensure that all the items on your prescription are aligned so that all medication is prescribed at the same time.

Why use Patient Online?

It is safer, efficient, and more convenient for both the practice and the patient. This will also avoid administrative errors and enable you to review what medications you should be taking, the dosage and when it should be taken – helping you to improve your understanding of your medication.

Can I use this service to request repeat medication for my children?

Yes, parents and guardians can act as a proxy for children up to the age of 13. In order to do this you will also need to provide proof of ID for the child/children. Please ask at reception for form B.

Access will automatically be disabled on the child's 13th birthday. The child (or their parent/guardian with the child's consent if competent) would then need to re-apply for access.

What if my child is over the age of 13 but I still want to request repeat medication?

Children between the age of 13 and 16 would normally have their own access assuming that they are competent to do so. A GP would need to do an assessment to review this. A parent/guardian can still have access if the competent child consents to this. Please ask at reception for form B.

How do I sign up for Patient Online?

1. Complete the application FORM A or FORM B
2. Hand the form to a receptionist along with your proof of ID (and your child if necessary)
3. The receptionist will give you a unique username, password and instructions on how to log in