

Densham Surgery
Dr G Oliver and Dr R Chaudhury
Lawson Street, Health Centre

Changes to the way you order your repeat prescription

County Durham and Tees Valley Clinical Commissioning Groups are introducing changes to the way repeat prescriptions can be ordered.

From September 2019 Pharmacies will no longer be able to order medicines on your behalf. There are various ways in which you can order your regular medicines including:

1. On line from your GP Practice, if you are not already registered for online services, please speak to reception on how to register.
2. Handing in the white tear off part of your repeat prescription to the Practice, identifying which medicines you require. We have two red post boxes for repeat prescription requests, one situated on the ground floor in the Health Centre foyer, near the lifts and the other red box is on the wall in Densham Surgery waiting area. These boxes are emptied at the end of every working day.
3. Posting a prescription request.
4. Get the NHS App to access a range of NHS services on your smartphone or tablet including ordering your repeat medications.

Please note the Practice does not accept repeat prescription orders by telephone.

Please note this is the only change - once you have ordered your prescription from the Practice it can still be sent to your usual nominated pharmacy for dispensing. So you can continue to collect your medicines