

Repeat Prescriptions

For patients needing regular long-term medication we have a computerised system of repeat prescriptions. Please leave the computer list, marking clearly all the items you need, in the box on the reception desk before 1.00 pm, or post it to us enclosing a stamped self-addressed envelope, or by requesting on-line using this website. If requesting on-line please ensure that you use your surgery reference number found on the top part of the tear-off slip of your repeat prescription.

Please allow at least 48 hours for processing, except on a Friday when prescriptions will be ready for collection from the surgery reception desk the following Tuesday after 2.00 pm. **PLEASE NOTE THAT IF YOU CHOOSE A PHARMACY AS A COLLECTION POINT, THE TURNAROUND IS 72 HOURS RATHER THAN 48 HOURS (APART FROM FRIDAYS WHEN THE PRESCRIPTION WILL BE READY TO COLLECT FROM THE PHARMACY THE FOLLOWING WEDNESDAY).** Please note that items marked 1/1 or past the expiry date on your prescription tear-off slip are not/no longer repeat items and may be declined.

It is important that your treatment is monitored regularly so every 6-12 months you will find a red stamp on the computer slip asking you to make an appointment with the doctor. It is the policy of Conwy Local Health Board for the practice to only issue 28-day prescriptions to its patients. A Practice Prescribing Technician (Amanda J Hughes) who is employed by Betsi Cadwaladr University Health Board works from the Practice, assisting it in the provision of high-quality prescribing.

Ordering Prescriptions

PLEASE DO NOT USE THE TELEPHONE TO REQUEST PRESCRIPTION: THIS CAN LEAD TO SERIOUS ERRORS AND BLOCKS THE TELEPHONE LINES.

Home Oxygen Therapy

This is now supplied by a company called Air Products, not by a local chemist. Air Products have a 24 hour emergency line that you can contact on 0800373580