



Dr Richard Harper  
 Dr Miranda Hill  
 Dr John Woodland  
 Dr Sarah Thomas

College Road  
 Cullompton  
 Devon  
 EX15 1TZ  
 Tel: 01884 33536

### [NHS App: Ordering Repeat Prescriptions](#)

*(IF YOU ALREADY HAVE THE NHS APP, SKIP TO PAGE 2)*

#### **What you can do with the NHS App:**

(You need to prove who you are to get full access to the NHS App).

With full access you can (amongst other things):

- Order repeat prescriptions and nominate a pharmacy where you would like to collect them
- Book and manage appointments
- View your GP health record to see information like your allergies and medicines (once your GP has given you access)
- View your NHS number (find out what your NHS number is)
- Use NHS 111 online to answer questions and get instant advice or medical help near you

#### [How to Log Into the NHS App](#)

- You can download the app in the AppStore of your device
- To use the NHS App, you'll need to set up an NHS login.

#### [Logging in:](#)

You can log in to the NHS App by either:

- entering your NHS login email and password and receiving a security code
- using fingerprint, face or iris recognition (biometrics) if your device supports it
- You can also log in through the NHS website.
  - You can do this by using your NHS login email and password, and a security code sent to your mobile phone.

#### [Help with security codes](#)

*If you do not receive the security code by text message, enter your email address and password again. We'll send you a new security code.*

*You can only get a new code 5 times. After that, you'll be locked out for 15 minutes. If this happens because you are not getting a code, contact the NHS App team.*



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### Request a prescription

- Go to the homepage or *Services*.
- Select *Request repeat prescriptions*.

### Requesting more than 4 medicines at once

- Each prescription contains a maximum of 4 items. If you are expecting more than 4 items, you will have multiple approved prescriptions shown in the app. You may have to scroll down the page to view these.
- All of your prescriptions containing all of your expected medications may not be visible via the App at the same time. One of the reasons for this may be because some of your medicine requests may take longer to approve than others.
- If no pharmacy nominated and you have requested more than 4 items, you may need to show more than one barcode.

### Requesting urgent repeat prescriptions

If you need your prescription urgently, and your prescription is not available to collect yet, you can call your GP or pharmacy.

If it is out of hours you can call 111 for urgent medical advice.

### Unable to request prescription items

You may not be able to order some prescription items if:

- you need a medicine review
- it's too early to order your medicine
- it's an acute (short-term) or one-off prescription
- it has already been requested
- you have a repeat dispensing prescription

You can contact your GP surgery to book a medicine review or to find out when you can next order your prescription. To check if you have an acute (short-term) or repeat prescription, go to **Your health**, then, **View and manage prescriptions**, then select **Your approved prescriptions**.

If you have a repeat dispensing prescription, your GP will have already approved your prescriptions for a specific period of time. You do not need to request the prescription again. These prescriptions will not be displayed within your approved prescriptions.



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### **View and manage prescriptions**

- Go to the homepage or to **Your health**.
- Select **View and manage prescriptions**.

### **Missing repeat prescription history**

You may not see a repeat prescription listed if:

- it was issued more than 6 months ago
- it was prescribed at a hospital or other secondary care centre
- it was issued at a time when you lived outside of England
- your GP surgery does not currently offer repeat prescriptions online

### **Tracking your repeat prescription requests**

You can see when your repeat prescription request is:

- waiting for approval
- approved
- rejected. If your request is rejected and you need further information contact your GP surgery.

### **Viewing your approved prescriptions**

You can now view your approved prescriptions.

An approved prescription will appear once it has been approved by a healthcare professional.

Each of your approved prescription(s) will show:

- medicines or devices that have been approved and prescribed for you
- details of who prescribed the medicines or devices
- details of your nominated pharmacy
- a prescription barcode if you do not have a nominated pharmacy

If you have a nominated pharmacy your prescriptions will be sent to your chosen pharmacy as normal.

If you do not have a nominated pharmacy, you can take your prescription barcode to any pharmacy of your choice to receive your medication



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**You may not see an approved prescription if ....**

- it is prescribed but unavailable to you until a future date
- it is cancelled
- it was issued more than 6 months ago
- it was prescribed at a hospital or other secondary care centre
- your pharmacy manages your repeat medication supply on a regular basis (repeat dispensing)

**Collecting your medicine**

Your pharmacy might ask to check your ID. We recommend that you bring photo ID when you collect your medicine.

If you have a nominated pharmacy, it can take up to 3 to 5 working days for the pharmacy to prepare your prescription.

If you need your medicines urgently, please contact your nominated pharmacy.

If you do not have a nominated pharmacy, you can take your prescription barcode to any pharmacy of your choice to receive your medication.

You may have to wait whilst your prescription is prepared and the pharmacy may need to order stock in to fulfil your prescription.