

What happens to my repeat prescription?

1

Order your repeat

When you have **ONE WEEK LEFT** of your medication, order your repeat using one of the following methods*:

- Order via the **NHS Wales App**
- Call the **Prescription Hub** on 01656 311 010 (open from 9am-4pm Monday to Friday) - **BRIDGEND LOCALITY ONLY**
- Drop a copy of your repeat prescription into the **surgery**

*There may be other ways you can order your medication - check with your pharmacy or surgery to see what your options are

2

Your request is processed

Once your repeat order has been placed, your prescription request will be **processed** by your GP surgery:

- Request is reviewed by a member of staff
- If there are no issues (e.g. review or blood test needed), the prescription is **printed**
- The prescription is passed to the GP to **check and sign**
- The signed prescriptions are filed ready for **collection** **OR sent electronically to the pharmacy via EPS**

This can take anywhere between 24-72h depending on your surgery's process, workload, staffing levels, or other factors

3

Your prescription is sent to the pharmacy

If the prescription is **printed, signed and ready to collect** by the time the driver arrives at the surgery, they will pick it up and return it to the pharmacy for dispensing.

Any prescriptions printed and signed after the driver has been to the surgery will be collected the following day.

If your prescription is issued as an **electronic script (EPS)**, this will be sent digitally to the pharmacy as soon as it is signed and released by the prescriber.

4

The prescription is processed by the pharmacy

When the prescription arrives, the pharmacy team will **clinically check, label, order the stock, dispense, accuracy check and bag** your medication

We aim to complete the process within 24-48h; however there are many factors that can influence this, including: stock availability; disruption in the supply chain; staff levels; workload; prescription queries; or whether your medication is a Special Obtain

5

Your prescription is ready

Your prescription is ready for **collection or delivery** in the next available delivery slot.

Some pharmacies offer a text alert service - you can check with your pharmacy to see if they do

