What happens to my repeat prescription?

Order your repeat

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

- 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
- Order via the NHS Wales App

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

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

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



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

R

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.

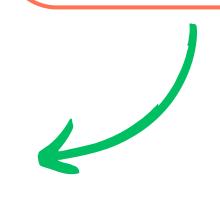
Any prescriptions printed and signed after the driver has been to the surgery will be



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





collected the following day

