



## Patient Services - How to request a Repeat Prescription On-line

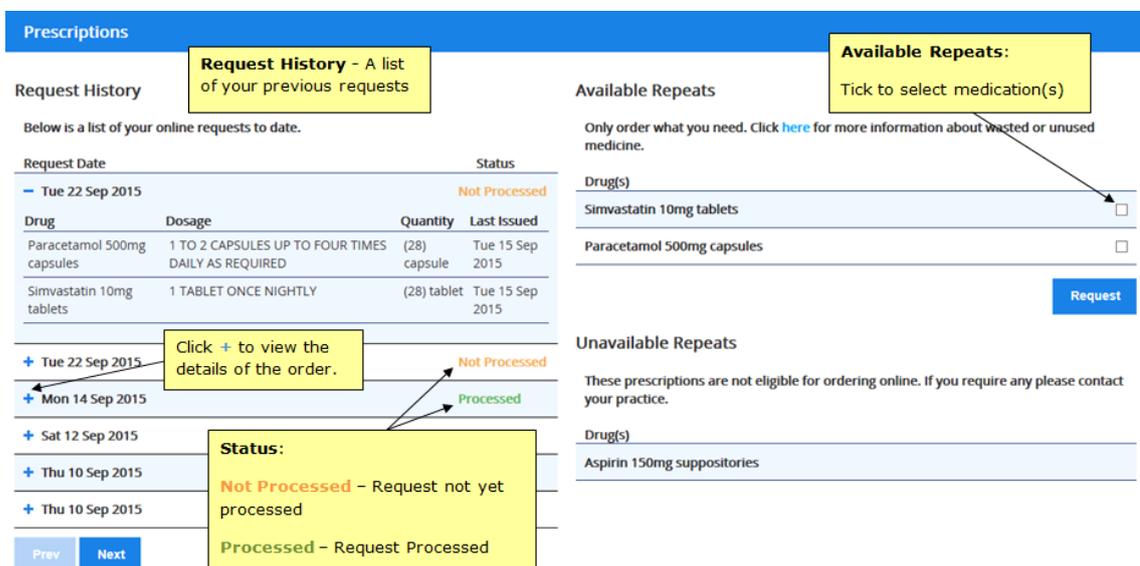
Once you have registered for Patient Services, you can view and request your repeat medication, day or night, from anywhere with internet access.

 **Note** - You must contact your registered GP Practice to set up your on-line access.

### Request a Prescription

To request a repeat prescription:

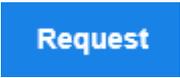
1. Log in to [www.patient-services.co.uk](http://www.patient-services.co.uk) in the usual way.
2. Select **Prescriptions**, and the Prescriptions screen is displayed. There may be advice regarding prescription ordering from your surgery above your **Request History** and **Available Repeats**.



The screenshot shows the 'Prescriptions' page with the following sections and annotations:

- Request History:** A table listing previous requests. An annotation points to the table with the text: "Request History - A list of your previous requests". Below the table, an annotation points to a '+' icon: "Click + to view the details of the order." A status legend box indicates: "Status: Not Processed - Request not yet processed; Processed - Request Processed".
- Available Repeats:** A list of medications with checkboxes. An annotation points to the checkboxes: "Available Repeats: Tick to select medication(s)". A "Request" button is visible at the bottom right of this section.
- Unavailable Repeats:** A section for prescriptions not eligible for online ordering.

*Prescriptions screen*

3. Under **Available Repeats**, select the medications you want to order.
4. Click **Request** .

5. The **Confirm Your Request** screen is displayed:

We use cookies to track usage and preferences. [I Understand](#)

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## Prescriptions

### Confirm Your Request

**Selected Medications**

Simvastatin 10mg tablets

Paracetamol 500mg capsules

Message for the practice (Optional) 1000 characters left

Please note that practice staff other than the clinician may read this

[← Back](#) [✓ Confirm](#)

**Confirm**, orders the medications selected  
**Back**, allows you to change your selections

You can enter a message for your practice here but remember this may be seen by non-clinical staff at the surgery

*Confirm Your Request*

6. Check the items you have ordered and add a message if required (max 1000 characters).

**Be Aware** - Messages added to the request may be viewed by non-clinical staff.

7. Click **Confirm** [Confirm](#) to send your request to your GP Practice.

8. If delivery:

- is successful, **Request Sent** is displayed. You will also receive an email confirmation message and/or an SMS (if used at your practice).
- fails, the "Order Error - Error making repeat request, please try again later" message is displayed. Click **Prescriptions Home**

[Prescriptions Home](#)

and try again, if this still does not work click on

**Contact Us**

[Contact Us](#)

to report a fault.

9. Once you have finished, click **Log Out** to exit Patient Services.