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

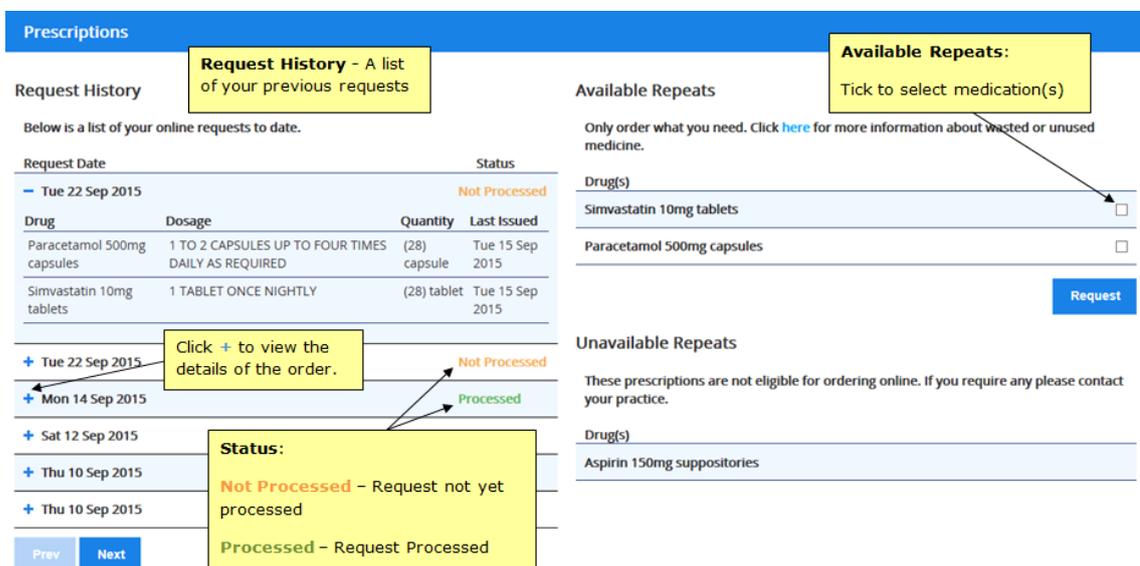Once you have registered for Patient Services, you can view and request your repeat medication, day or night, from anywhere with internet access.

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

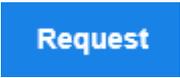## Request a Prescription

To request a repeat prescription:

1. Log in to www.patient-services.co.uk 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**.

Prescriptions screen

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

4. Click **Request** .

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

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** 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** and try again, if this still does not work click on **Contact Us** to report a fault.

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