



Little Horton Lane M C

Prescription requests over the telephone

The surgery NO longer accepts prescription requests over the telephone. We are sorry for any inconvenience caused but taking requests over the telephone can lead to the possibility of transcription errors.

Emergency and urgent care services

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life threatening situation.

Call 111 if:

- You need medical help fast but it's not a 999 emergency
- You think you need to go to A & E or need another NHS urgent care service
- You don't know who to call or you don't have a GP to call
- You need health information or reassurance about what to do next

For less urgent health needs, contact your GP or local pharmacist in the usual way.

Ways of ordering prescriptions:

Handing in your request at the surgery (box located in the entrance to the building) or Online. To access patient online services please attend the surgery with photo ID and the reception staff will give you your own unique log-in and password

.All prescriptions will be ready within 2 working days of the initial request It is the patient's responsibility to ensure that they have ordered medications in a reasonable time frame so they do not run out as we cannot guarantee to have a GP available to sign scripts. The GPs will already have other patients to see and medical emergencies to deal with.

Problems with medication

If you are having trouble managing your medication please do not hesitate to contact the surgery where one of our staff members will be happy to help.

Thank you to everyone who has helped raise money for our charities in 2018, Dementia and MacMillan Nurses and also our food donations were gratefully accepted at St Oswald's and All Saints Churches.