**Fortrose Medical Practice**

**Station Road, Fortrose, Highland, IV10 8SY** [**www.fortrosesurgery.co.uk**](http://www.fortrosesurgery.co.uk)

**Online Prescriptions**

Patients can now order their medications through our new online services portal, which will link to your medical record and allows you to access your repeat prescription and book and cancel appointments online. Within the prescriptions section you will be able to see the list of your repeat medication, simply select the items you wish to request from the list.  Once we receive your request you can check on the progress of your request from this screen too.  To register please complete the one page [registration form](https://www.fortrosesurgery.co.uk/website/S55381/files/ApplicationforOnlineAccess.pdf) and bring into the Practice with two forms of ID e.g. driving licence and one proof of residence e.g. utility bill. Once registered, you will receive a confirmation email with instruction of how to create your log-in. Please note that you must be aged 16 years or older to register for online services.

Access to the online portal can be found at [Patient Services](https://www.patient-services.co.uk/web/ps/welcome)

**Chronic Medication Service (CMS) / Serial Prescriptions**

Fortrose Medical Practice is encouraging all patients who are prescribed repeat medication to register for the chronic medication service (CMS). This is a NHS service provided by all community pharmacies. If you are registered for this service your doctor may issue you a serial prescription, which lasts for 24/48 weeks, and allows you to get further supplies of your regular medicines direct from the pharmacy, issued in intervals by the pharmacy (usually 4 or 8 weeks). Please refer to the community pharmacy, of your choice, if you have any questions and also to register you for the service.

This saves the GP surgery time in issuing repeat prescriptions and makes collecting prescriptions much easier for you and the pharmacy. Your pharmacy will dispense these medications for you when due, so it will be ready for you to collect before you run out of medication. You will not need to reorder the items on your serial prescription from the surgery or pharmacy.  Further information can be found in the [CMS Patient Information](https://www.fortrosesurgery.co.uk/website/S55381/files/CMS_PIL_FMP.pdf) leaflet.

**Please note that we do not accept telephone requests for repeat prescriptions**, unless by prior arrangement for the elderly, frail and housebound patients. Please do not call the surgery to check if your prescription has been processed; if you have allowed enough time for your prescription to reach the pharmacy, then check with your pharmacy first.

If you risk running out of your medication and the practice is closed you can contact your pharmacy for an emergency supply. The practice will be informed by the pharmacy. Alternatively, you can contact NHS24 on 111 around the clock for help.

**Repeat Prescriptions**

For patients on regular medication the doctor may arrange issue of repeat prescriptions without requiring an appointment. You will be given a re-order form with details of your repeat medicines.

When you need to order a repeat prescription please tick the items you require on the re-order form then either:

* Post it to Repeat Prescriptions, Fortrose Medical Practice, Station Road, Fortrose, Ross-shire, IV10 8SY
* Bring the re-order form to the surgery and put it in the prescription box outside the surgery door.
* Via our secure online Repeat Prescription Request Form, on our website
* NEW  via our [Patient Services](https://www.patient-services.co.uk/web/ps/welcome) online service (registration details above under Online Prescriptions)
* Some of the pharmacies are able to accept your repeat prescription request and bring it to the practice. Check with your local pharmacy whether they offer this service.

The prescription request will be processed and go to your usual pharmacy **after 2 business days (not counting weekends or bank holidays**). Note that the chemist usually also requires 3 days to have your prescription ready for collection, so it is important that you order your repeats in time to avoid running out. We would usually advise you to re-order if you are down to 1 week's supply.

Note your usual pharmacy is the ‘default’ pharmacy on your record, and your prescription will automatically go there. Let us know if you decide to change your default pharmacy. Also, if you wish your prescription to go to a different pharmacy as a once off, let us know.

For special requests, (eg. needing extra medication to cover holiday time away, or for medications not on your usual repeat list), please include a written note with your prescription request, or for on-line requests - include this information in comments.

Allow more time if you are ordering Acute medication, (ie. medication not listed on repeats and that you may be prescribed on a ‘one off’ basis such as antibiotics, creams, pain killers, etc.), as the doctor may request a review.

**New Patients**

We would advise you to request additional medication from your previous practice before you move or change practice, and do not wait until you run out of medication. It is important that you attach a full list of medication to your registration forms, or a practice summary from your previous medical practice, including dosage and direction of any medication you take, (including creams, inhalers etc). A previous, up to date repeat re-order form from your current practice would be ideal as it takes a few weeks from when you register for this information to come through.