

# Repeat Prescription 24-7 Phone Ordering Service

## Frequently Asked Questions

### **What's my PIN?**

Everyone who has been onboarded for this service will setup their 6 digit pin when they first use the service.

We recommend that you make your PIN something memorable. (not your DOB)

### **What are the benefits of this system?**

We process a lot of prescription requests. Most go through fine, however we encounter a significant number of messages which are either of poor quality or with no patient information attached. This not only takes time for our team to solve, but also represents a risk for patients who may not get their medication on time.

Orders through our automated service go straight into your record to be actioned, so we can process these faster and more accurately than ever.

Because we understand not everyone can use IT and we want to help.

If an item is on your repeats list, you can order it. If your medication is due for a review, the service will let you know.

### **What can't I order?**

The items are not due  
The items are not on your repeat list (i.e. acute medications)  
You have never had the medication before.

### **Its not working for me?**

#### **(I have tried to use the service and it does not recognise me)**

- 1) Is the Telephone number we have for you correct (changed it recently?)
- 2) have you been onboarded?

Any problems either complete this form:

[www.theharefieldpractice.co.uk/e-contact-voice-connect-sign-up-form](http://www.theharefieldpractice.co.uk/e-contact-voice-connect-sign-up-form)  
or give us a call.

### **Can we still put a paper request in at the surgery or local Pharmacy?**

Of course you can but it creates more work for your surgery and pharmacy and makes the process longer and more liable to mistakes.

### **would you like to watch a demo?**

Find out how it works here:

[www.youtube.com/watch?v=DhPGmpanGfU](http://www.youtube.com/watch?v=DhPGmpanGfU)

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## How to use the service

When you call us on 01895 822 944, listen to the options and select the option for the Automated Booking/Prescription service. You will then be able to choose to order your repeat prescription.

You will need:

Your date of birth  
Your registered telephone number  
Your PIN

Once logged in, you will hear the items you have available to order.

Simply press 1 on each item and it will be added to your order.

Once you have selected all of your items, press 0 to submit your order.

Your order will be processed within 2 working days.

Please Note:

Your items will be named as the generic medication name and not the brand name. Check your boxes or your prescription slip to find out the name of it.

## 3 easy ways for all patients to use 24-7

### Telephone

1



Find more information at:

[www.theharefieldpractice.co.uk/repeat-prescription-24-7-phone-service/](http://www.theharefieldpractice.co.uk/repeat-prescription-24-7-phone-service/)



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### NHS App

2



Find more information at: <https://www.nhs.uk/nhs-app/>



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### Online

3



Find more information at:

<https://www.nhsapp.service.nhs.uk/login>



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