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About Repeat Prescriptions

If you are on continuous or regularly needed medication, a 'repeat request slip' is generated by our computer system each time an item is to be repeated. These items are printed on the right hand side of your prescription beneath your name and address.

All repeat prescriptions take 2 working days to process, and will therefore be available for collection after 12pm on the appropriate day (see table below). This excludes bank holidays.

Collection Times:

Day Of Request	Day To Collect
Monday	Wednesday After 12pm
Tuesday	Thursday After 12pm
Wednesday	Friday After 12pm
Thursday	Monday After 12pm
Friday	Tuesday After 12pm

How to Re-order

As we are unable to take requests for prescriptions over the telephone we do offer alternative ways to request your repeat medication. Therefore you are advised to do one of the following:

- Order online at www.summerhillsurgery.org. This is quick, secure and easy.
- Fax or post it to us (Contact details are shown above). Make sure you include the following:
 - Name, Address, Date Of Birth, Tel. Number, Medication details (Name, Dosage, Quantity)
- Write your repeat prescription request down and leave it in at reception. Make sure you include the following:
 - Name, Address, Date Of Birth, Tel. Number, Medication details (Name, Dosage, Quantity)
- Drop your repeat prescription slip in at reception with the drugs you require clearly marked.

Note: Posting adds a further delay of 2 days minimum. Please ensure you have enough medication to cover this period.

Why can't repeats be ordered over the phone & why does it take 2 working days?

Research has shown that it is not clinically appropriate to take repeat prescriptions over the phone, as it increases the likelihood of mistakes occurring with patients medications. In addition, requests for repeat medication blocks our telephone lines, meaning patients calling for more urgent medical attention can not get through to us.

The 2 working days processing time is to enable us to receive your prescription, have your medication details checked, pass the prescription to your GP for checking and signing, update your medical records to avoid confusion and error and to get the prescription back to reception for collection. Please ensure that you have sufficient medication to cover this period.

Unfortunately a small number of patients are reluctant to accept this policy. This can lead to additional delays for that patient but more importantly for other patients who have made allowance for the 2 working day period, whilst using one of the recognised re-ordering methods described above. As a Practice we aim to be fair to all and therefore we request all patients follow these guidelines.

If you have run out of your medicine it may be possible to obtain a small supply from your chemist in some cases. However this is a private transaction for which the chemist/pharmacist is entitled to charge a fee. Patients are therefore advised to order their medication in time to avoid this occurring.

The Pharmacy Collection Service

The local pharmacies can collect your prescriptions directly from the Surgery. To avail of this service you must advise us which pharmacy you give consent to collecting your prescriptions. The pharmacy may be able to deliver your medication to you if they provide this service. **The following pharmacies all have collection services from the surgery:** Walshs, Gordons, McKeavers, O'Hare's.