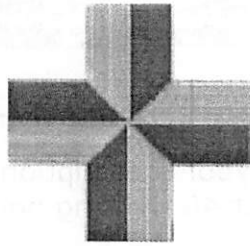


Private Prescriptions

Please be aware that not all prescriptions are available on the NHS. Some prescriptions such as private flu injections and travel vaccines and medication will have a charge. If the medication you require is classed as private, you will need to pick the prescription up from reception to pay for this medication. There may also be additional costs at the chemist also.



What if I need my prescription sooner than 48 hours?

We do understand that sometimes an urgent prescription is required. If you feel that you require an urgent prescription, please come in and speak to the receptionist. We will try our best to accommodate but as this is a 48 hour service, there will be no guarantees.

We do not accept prescription requests over the telephone even if required sooner than 48 hours.



www.nairnhealthcaregroup.co.uk



Ordering Repeat Prescriptions Information Guide



Nairn Healthcare Group

Cawdor Road
NAIRN
IV12 5EE

Tel: 01667 452096

Ardersier Branch Surgery

142 Manse Road
ARDERSIER
IV2 7SR

Tel: 01667 452096

How do I order a repeat prescription?

You can order your prescriptions in various ways:

- Place your re-order form in the boxes located at reception at either branch of Nairn Healthcare Group (Nairn or Ardersier)
- If the surgery is closed, there is a deposit box located beside the doors of Nairn branch and a letterbox at Ardersier where you can post your re-order form.
- Hand in your re-order form to the local chemist – Boots, Lloyds in Nairn or Ardersier (please note that this may take up to 72 working hours)
- Email us on high-uhb.gp55041-reception@nhs.net
- Or simply log on to our website www.nairnhealthcaregroup.co.uk and fill in the fields in the "Order Repeat Prescriptions Online" section



- **We do not accept repeat prescription requests over the telephone.**

I want to order medication that is not on my reorder form?

The prescription team are happy to take a request for medication that is not necessarily a "repeat item". Please just jot the name of the medication and strength at the bottom of your re-order form or on a slip of paper along with your name, address and date of birth.

We will then refer this request to the GP to decide on whether we can issue this or not. We also ask that you provide us with a contact telephone number so we are able to get in touch with you if we have any queries with the request.

I've lost my re-order form

Do not worry! We have forms at both reception desks that you can fill out to order a prescription or you could simply write your name, address, date of birth and medication required along with the dosage and hand it in to us. We will be happy to accept.



When will my prescription be ready?

If you wish to pick up your prescription at the surgery then please allow at least 48 working hours for collection.

If you prefer to use the local chemist then please allow an extra at least an additional working day:

DAY HANDED IN	COLLECT AT RECEPTION	COLLECT AT CHEMIST
MONDAY	WEDNESDAY	THURSDAY
TUESDAY	THURSDAY	FRIDAY
WEDNESDAY	FRIDAY	MONDAY
THURSDAY	MONDAY	TUESDAY
FRIDAY	TUESDAY	WEDNESDAY
SAT/SUN (letterbox)	WEDNESDAY	THURSDAY

