

## **Troubleshooting**

### Understanding/Monitoring your Prescription Status:

From **My Prescriptions – Request History** all of your requests are displayed. They will have one of the following statuses:

- In Progress
  - o A new request which has not been processed yet.
- Not Processed
  - o An outstanding request that has not been processed and is older than 5 days.
- Processed
  - o A request that has been processed.
- Rejected
  - o A request which has been refused.

Whilst processing your prescription request, a message can be added to it by us. Simply click + to view the message which will display in red.

### Why can't I order the medication I want?

If a medication is not in the **Available Repeat Prescriptions** list it may have expired or have reached the maximum number of issues. This means it needs to be reauthorised by us.

To order this medication, see "To order ACUTE medication".

Some medication is not legally allowed to be authorised or re-authorised online and you may be required to arrange an appointment for a medication review.

### **Chemist:**

Crawford's Pharmacy  
Shop: 01501 821508  
Health Centre: 01501 823729

### **Aggression & Violence**

The practice will not tolerate any form of aggression or violence (verbal or physical) towards any member of our team and will seek to remove patients from the practice list should this occur. We will not hesitate to inform the appropriate authorities.

### **Patient Responsibilities**

We request you respect the advice given by the Practice and order your medication in plenty of time to ensure you do not run out of any treatment.

Please allow **AT LEAST 48 hours** from ordering your medication to collecting it from your usual chemist. If you order your medication on a Friday, please wait until the following Tuesday before collection.

### **Opening Hours**

The Practice is open from 8am until 6pm Monday to Friday, excluding public holidays.

### **Public Holidays**

The Practice will be closed on all statutory public holidays.



## **Online Prescription Service Guide**

[www.burnbraemedicalpractice.co.uk](http://www.burnbraemedicalpractice.co.uk)

## Registration

Patient Services is the name of the online service we use to order any medication online.

Before you can register, make sure you have received your **registration letter** from us.

To register for this service:

1. Go to [www.patient-services.co.uk](http://www.patient-services.co.uk).
2. Select **Register** (located at the top left hand corner).
3. If you have your registration letter, select **Yes**.
4. Enter the **Practice ID** from the letter.
5. Enter both the **Account ID** and **Linkage Key** from the letter, be careful as this is all case sensitive.

6. Complete the remaining account details, including creating a username and password. **Keep these safe.** Please ensure you enter your name in the same way **as stated on your letter.**

7. Once complete, read the **Terms and Conditions and Privacy Notice**, and tick the box to confirm acceptance.
8. Select Register to create your profile.
9. The email verification message is displayed. Go to your emails and **verify your email address.**

You are now registered for Patient Services.

## How to Request Medication

To request REPEAT medication:

1. Log in in the usual way.
2. Select **My Prescriptions**.
3. Under **Request New Prescriptions – Available Repeat Prescription**, tick the medications you want to order.
4. Select **Request**.
5. The **Confirm Your Request** screen is displayed.
6. Check the items you have ordered to ensure you haven't missed anything.
7. Select **Confirm**.
8. Once the **request successful** message is displayed, you can sign out.

To order ACUTE medication:

1. Repeat steps 1 and 2 above.
2. Tick **I'd like to request an expired repeat medication or another medication**.
3. Enter your request.
4. Select **Request** to submit your request.
5. The **Confirm Your Request** screen is displayed, and includes details of your request, select **Confirm** to confirm your request.