

Axminster Medical Practice



Repeat prescriptions & prescription collection.

Ordering repeat prescriptions

During the Covid-19 pandemic, Axminster Medical Practice has had to temporarily alter many of its usual procedures, including how they deal with repeat prescriptions.

The best, and most helpful, way to order repeat medicines is to use the online system. Usually, you would need to visit the surgery to register to use the online repeat ordering service, but you can now register over the phone. You can find the phone number and web address at the bottom of this page.

Once set-up, if you cannot order repeats yourself and need a little help, you can ask a relative or friend with a computer to do this for you. The surgery system will prevent you from ordering too frequently.

If you are still unable to order online, please use the repeat slip as before. Drop the slip into the surgery a minimum of three working days before you need it. If you are self-isolating, then ask a friend or relative to drop it off for you. If you do not have any available support, just call one of the local volunteer groups who should be able to help.

Please be aware that volunteer support groups like Axminster Care Service (ACS) are only able to collect medication from the surgery dispensary on specific days. You may have to allow extra time when placing your prescription request if you are using one of these services. More details below.

If a volunteer is delivering your repeat slip to the surgery, please put it in an envelope for confidentiality.

Collecting your medication

The system needs three full working days (weekdays) to process any repeat prescription request. For example, If your repeat request reaches the surgery on Monday before midday, the medicines will be ready to collect on Thursday after midday. Similarly; Tuesday for Friday, Wednesday for Monday etc.

Please collect your medication from your usual collection point; this will be either Boots, Mortons Pharmacy or the surgery dispensary.

If you usually collect medication from the Medical Practice Dispensary:

If you, a friend or relative is collecting your prescription, they can do this during dispensary opening hours, three working days after requesting medication from the surgery.

For those having medicines delivered to them by ACS, collections are only available on the Monday or Thursday, after the three working day processing period.

Similarly, for those living outside of Axminster and having their prescription collected by one of the other village volunteer groups, the collection days from the surgery are as follows:

WEDNESDAYS:

Hawkchurch, All Saints, Smallridge, Churchill, Alston, Membury, Stockland

THURSDAYS:

Musbury, Chardstock

If you usually collect medication from Boots or Mortons:

These will be available for collection (either by yourself or a volunteer) any day, provided it is three working days after placing the request with the surgery.

Arranging delivery of medication

Boots and Mortons each have separate medication delivery systems for Axminster residents on certain days of the week. These deliveries continue. ACS and other volunteer groups are supplementing these services by helping those who are self-isolating in and around Axminster.

If you are self-isolating and living in the Axminster or Raymonds Hill area, call **01297 35550** to arrange for your prescription to be collected/delivered.

If you are in one of the villages outside of this area, please contact your local volunteer support group who can assist you. You can use the postcode search on the EDDC Coronavirus Community Hub (link below) to find information about your local volunteer group. Alternatively, contact ACER who should be able to direct you to the service that can assist.

Contact Information:

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| Axminster Medical Practice | 01297 32126 |
| ACER & Axminster Care Service | 01297 35550 |
| Boots | 01297 32288 |
| Mortons Pharmacy. | 01297 32115 |

[Online Repeat Prescription Requests](#)

[EDDC Coronavirus Community Hub](#)