

Westgate Surgery Prescription Charter

Patient Responsibilities

Please request at least 2 working days before you need your medicines

Improve your repeat prescription experience by signing up for online access – passwords are available at reception if you show some ID

We have a responsibility to help keep you safe with medication. – Please respond to requests for checks or reviews

Advise the surgery if you no longer need or wish to take any particular medication.

Advise the surgery if you have any adverse reactions to medication

Only order those medications that you will use yourself.

Surgery Responsibilities

We will process your requests in two working days

We can send prescriptions to the chemist of your choice.

We have a responsibility to review your medication at least annually.

If you fail to attend we may have to reduce your repeat quantity in order to maintain safety.

We have a responsibility to reduce fraud by only prescribing items that individual patients need
We will safeguard the NHS budget by reviewing quantities ordered

When collecting prescriptions from the surgery we will check names and addresses to make sure we are giving patients or their nominees the correct prescription