

Medication Phone Order Line

End of Service



Our medication order line (phone option 5) will be permanently switched off at the end of Friday 27th February 2026.

We have maintained the phone order line as a service for our patients for many years. No other surgeries locally do this. There are now better and more efficient ways for patients to order repeat medication, for example via the NHS App.

From Saturday 28th February 2026 please order your repeat medication by:

1. using the [NHS App](#) on your smartphone or the [NHS App Online](#) via the Internet
 - find more information by visiting <https://www.nhs.uk/nhs-app> or scan the QR code



- or search for the [NHS App](#) in your iPhone or Android app store
2. ticking the boxes for the medication required on the paper prescription counterfoil, then:
 - putting it in one of the medication order boxes at either surgery
 - or handing it to staff at the dispensary window in either surgery

If you need a one-off prescription because you feel unwell, you should phone the Practice or visit our website and click the [Contact us online](#) icon to explain your request.

If you have recently had medication which is not on your repeat list and you want this again, write what you want in the online comment box or on the paper counterfoil.

If your request is urgent, please mark it as urgent. If your order is early, please explain why.

Please order at least 5 working days before you need routine repeat medication. Some pharmacies may need longer, particularly for special items.

If you have any concerns about this, please phone the order line (phone option 5) leaving your name and phone number and we will return your call.