Ordering repeat prescriptions online: patient guide

You can order your repeat medicines from your GP practice online, at any time of day, without phoning or calling in. This guide takes you through every step, from creating your account to collecting your prescription.

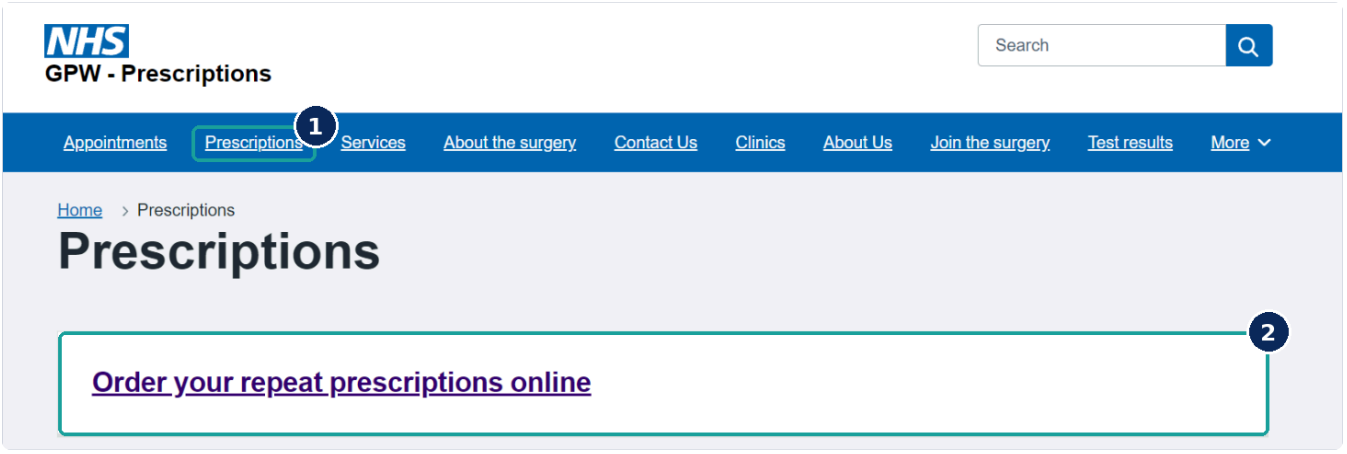
Contents

1. Finding the service on your practice website
2. Registering for an account
3. Verifying your email address
4. Signing in and your home page
5. Requesting a repeat prescription
6. Viewing your requests and reordering
7. Emails and messages from your practice
8. Your account details
9. Two-factor authentication
10. Signing out, forgotten passwords and common questions

1. Finding the service on your practice website

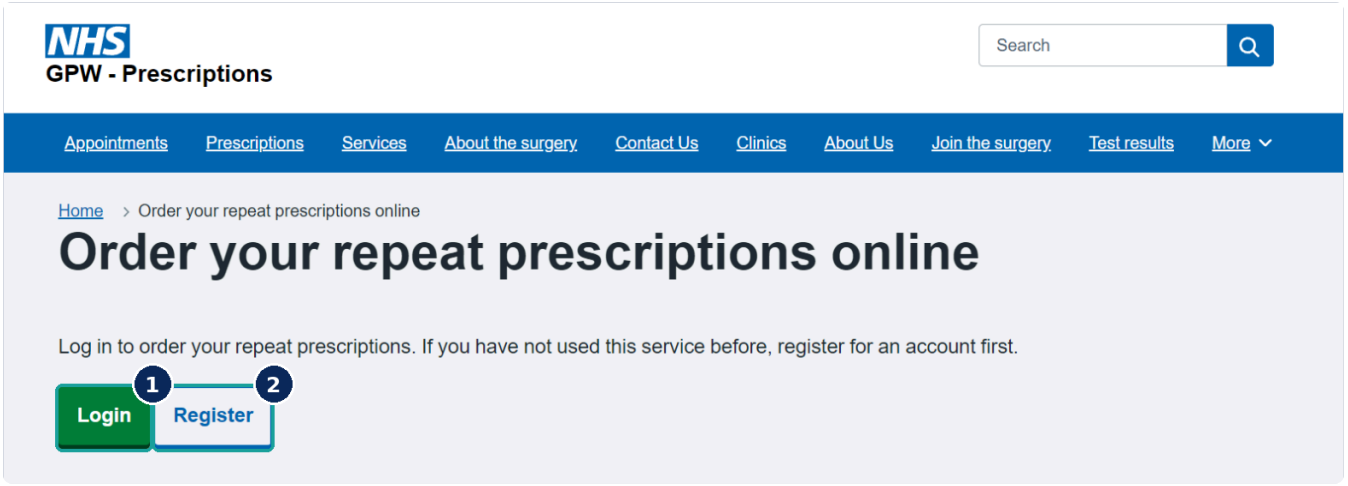
You start on your own GP practice's website, the same one you'd use to check opening times.

Picture 1: the Prescriptions page on your practice website



1. Click **Prescriptions** in the menu along the top of the website.
2. Click **Order your repeat prescriptions online**.

Picture 2: the page where you choose to sign in or register

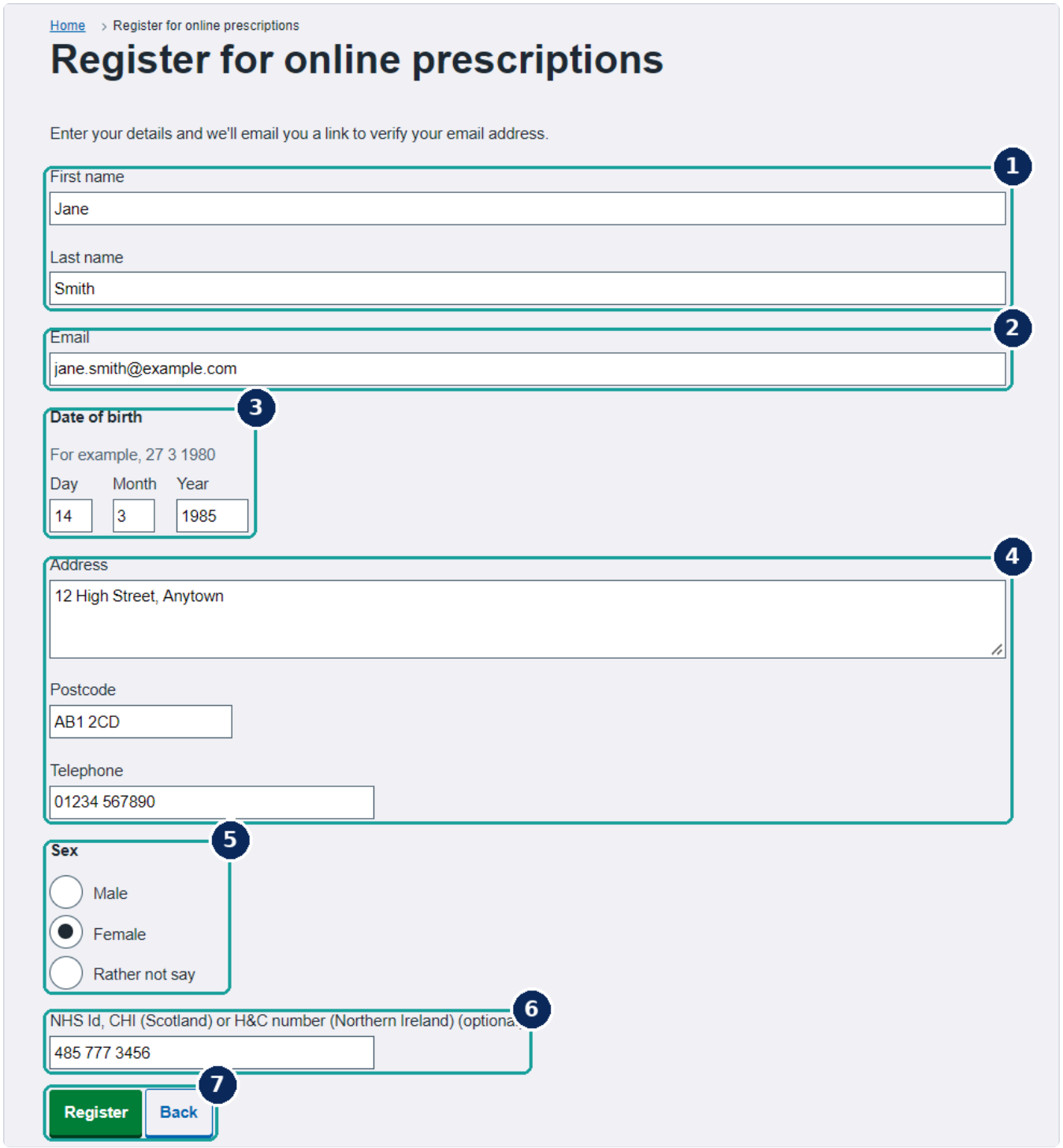


1. Click **Login** if you already have an account.
2. Click **Register** if this is your first time. Go to section 2.

2. Registering for an account

You only register once. After that you just sign in.

Picture 3: the registration form



1. Type your **first name** and **last name** as your practice knows them.
2. Type your **email address**. Use one you check regularly, because your practice's updates are sent there.
3. Type your **date of birth** as numbers, for example 14, 3, 1985.
4. Type your **address**, **postcode** and **telephone** number.
5. Choose your **sex**: Male, Female or Rather not say.
6. Optional: Type your **NHS number** if you know it. In Scotland this is your CHI number, and in Northern Ireland your H&C number. You can leave it blank.
7. Click **Register**.

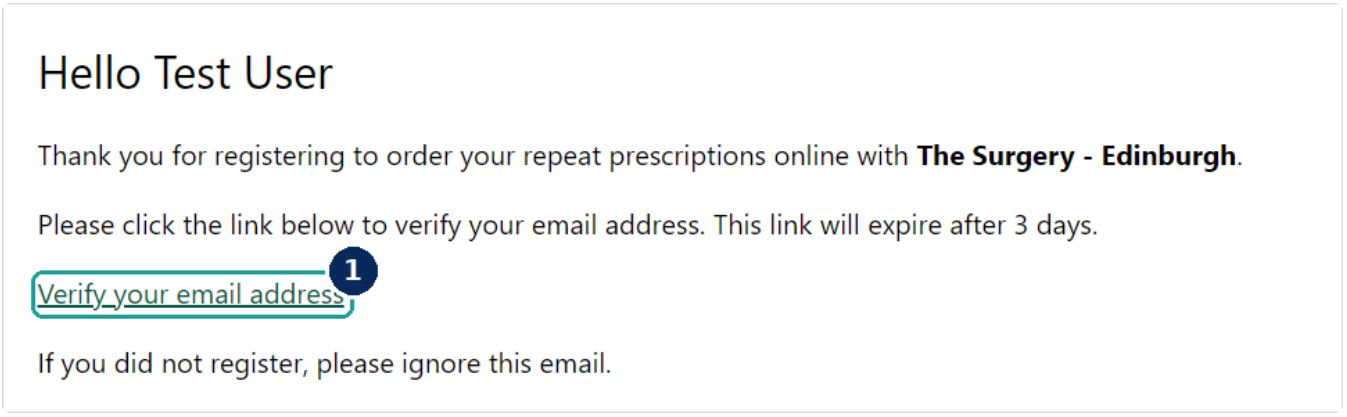
You'll see a message saying we've sent you an email with a link to verify your email address. If it hasn't arrived within a few minutes, check your junk or spam folder.

Tip: use the same details your practice has on file. If your name or date of birth don't match, the practice may need to contact you before they can process your request.

3. Verifying your email address and choosing a password

Before you can sign in, you need to prove the email address is yours. The email comes from **donotreply@thegpwebsitecompany.co.uk** and names your practice.

Picture 4: the verification email



1. Open the email and click **Verify your email address**.

The link works for **3 days**. If you didn't register, you can ignore the email and nothing will happen.

The link opens a page called **Choose a password**:

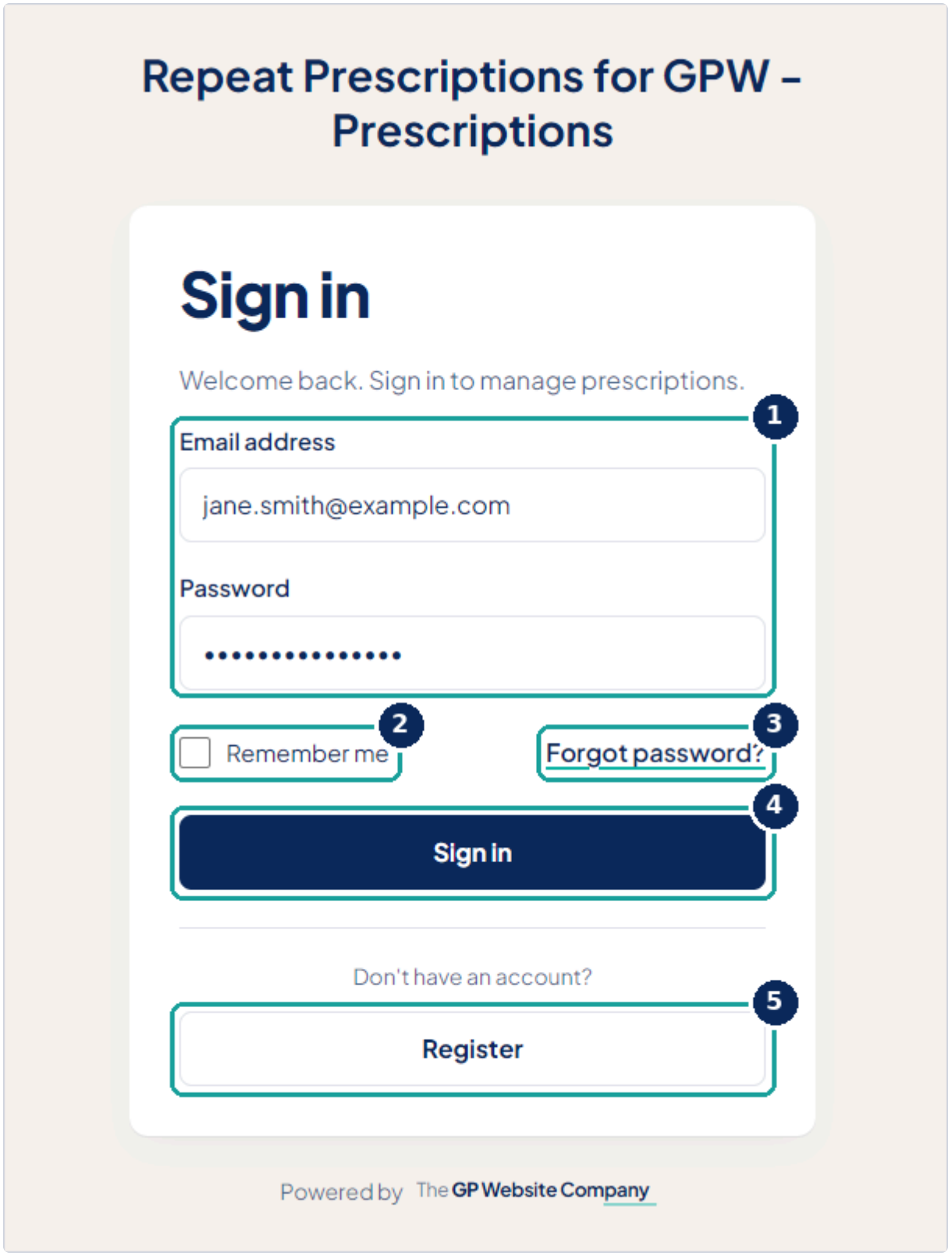
1. Your email address is shown at the top.
2. Type a strong password. A mix of words, numbers and symbols works best, and avoid using a password you use anywhere else.
3. Click **Save**.
4. You're taken to the sign-in page. Sign in with your email address and new password (section 4).

If the link has run out or won't work, contact your practice. They can create a personal link for you to set your password.

4. Signing in and your home page

Go to your practice website, click **Prescriptions**, then **Order your repeat prescriptions online**, then **Login**.

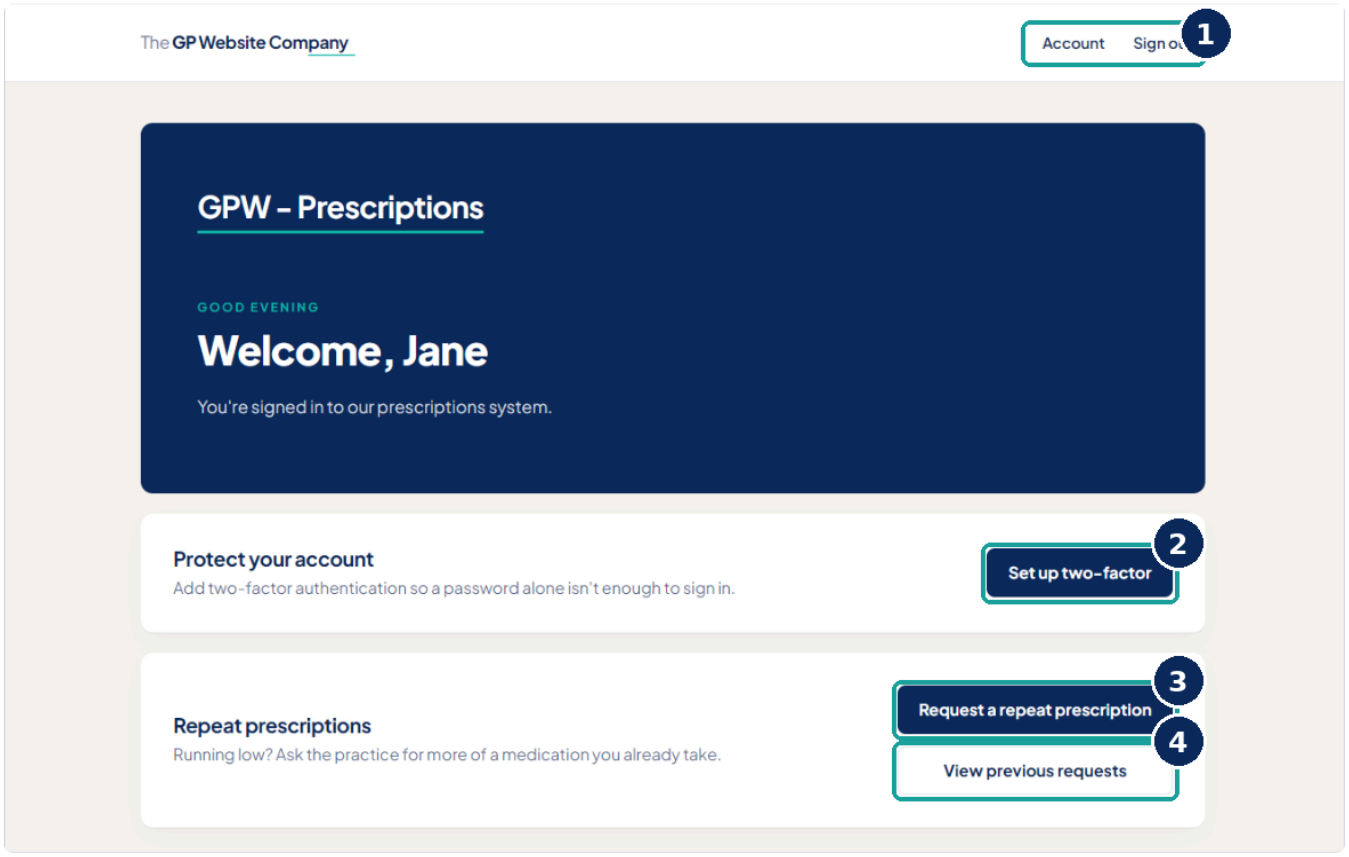
Picture 5: the sign-in page



1. Type your **email address** and **password**.
2. Tick **Remember me** if you're on your own device and don't want to sign in every time. Leave it unticked on a shared or public computer.
3. Click **Forgot password?** if you can't remember it (see section 10).
4. Click **Sign in**.
5. Click **Register** if you don't have an account yet.

If you've turned on two-factor authentication, you'll be asked for a 6-digit code next (section 9).

Picture 6: your home page



1. **Account** shows your details. **Sign out** ends your session.
2. **Set up two-factor** adds an extra layer of security to your account.
3. **Request a repeat prescription** starts a new request.
4. **View previous requests** shows everything you've asked for and what's happened to it.

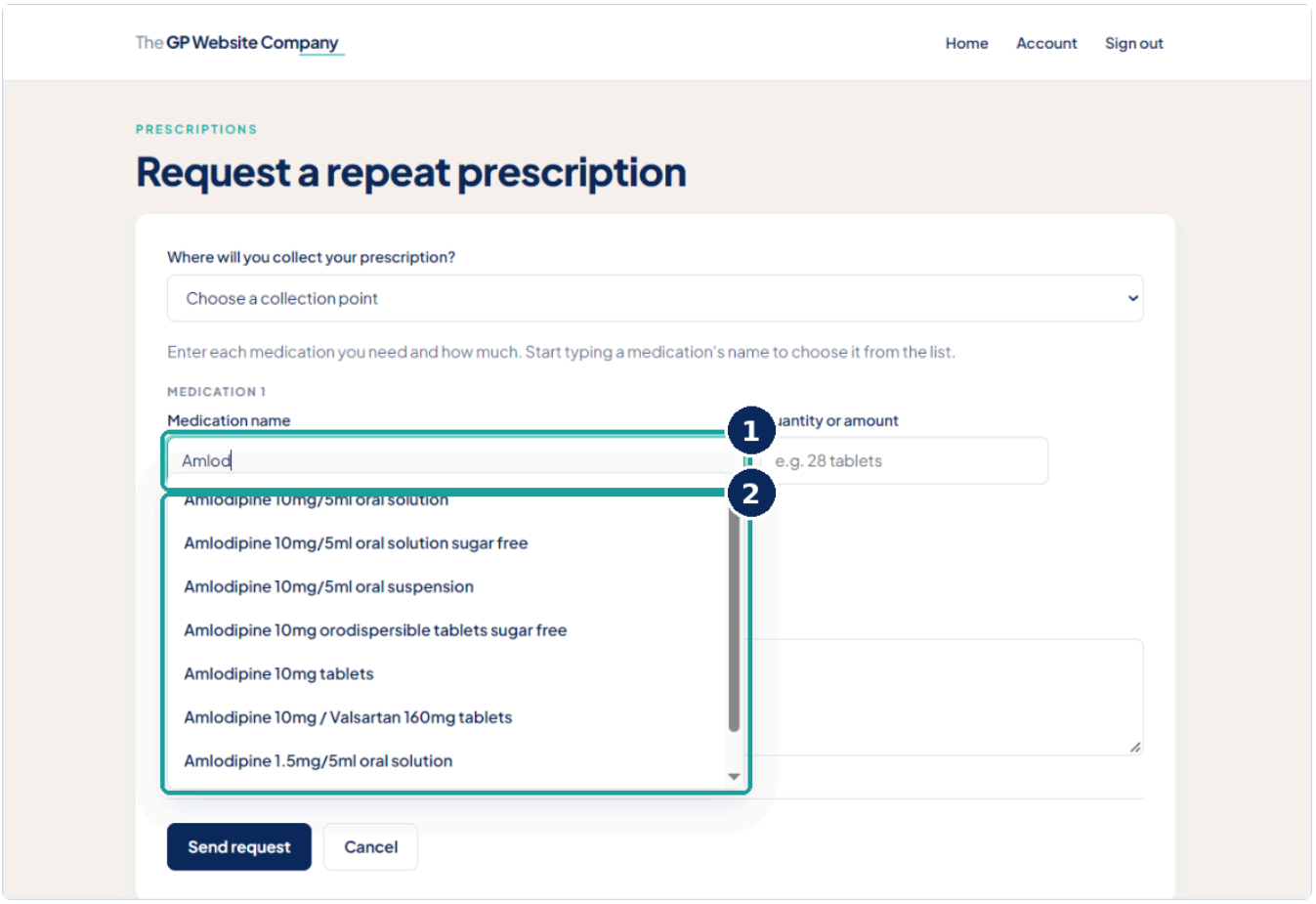
If your practice has added a welcome message, you'll see it when you sign in. It often has useful information, such as how long requests take.

5. Requesting a repeat prescription

On your home page, click **Request a repeat prescription**. Only ask for medicines that are already on your repeat list. For anything new, contact your practice in the usual way.

Finding your medicine

Picture 7: searching for a medicine

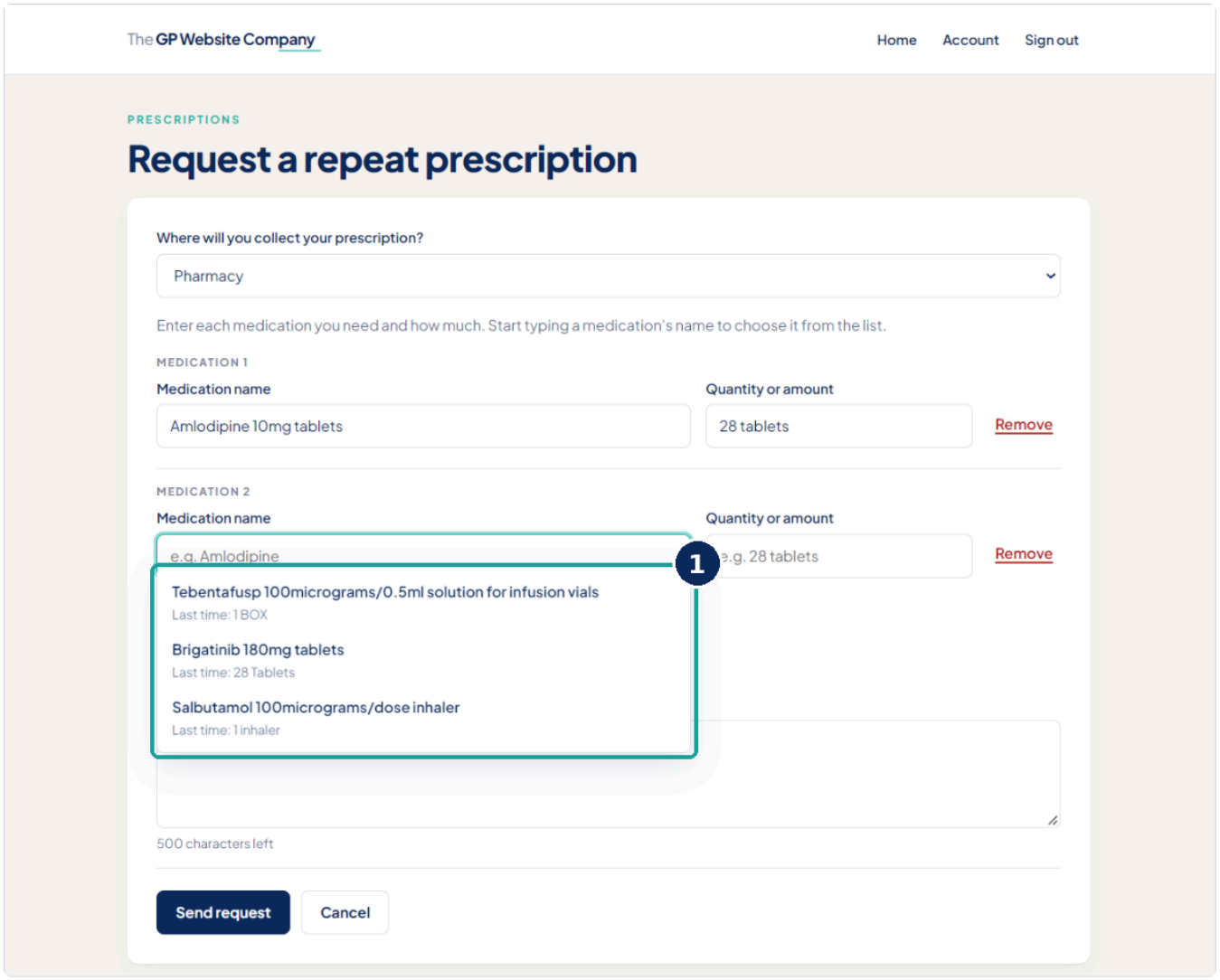


1. Start typing the medicine's name in **Medication name**.
2. A list of matching medicines appears, taken from the NHS medicines list. Click the one that matches your repeat slip, including the strength, such as 10mg.

If you can't find it in the list, just type the name in full.

Medicines you've ordered before

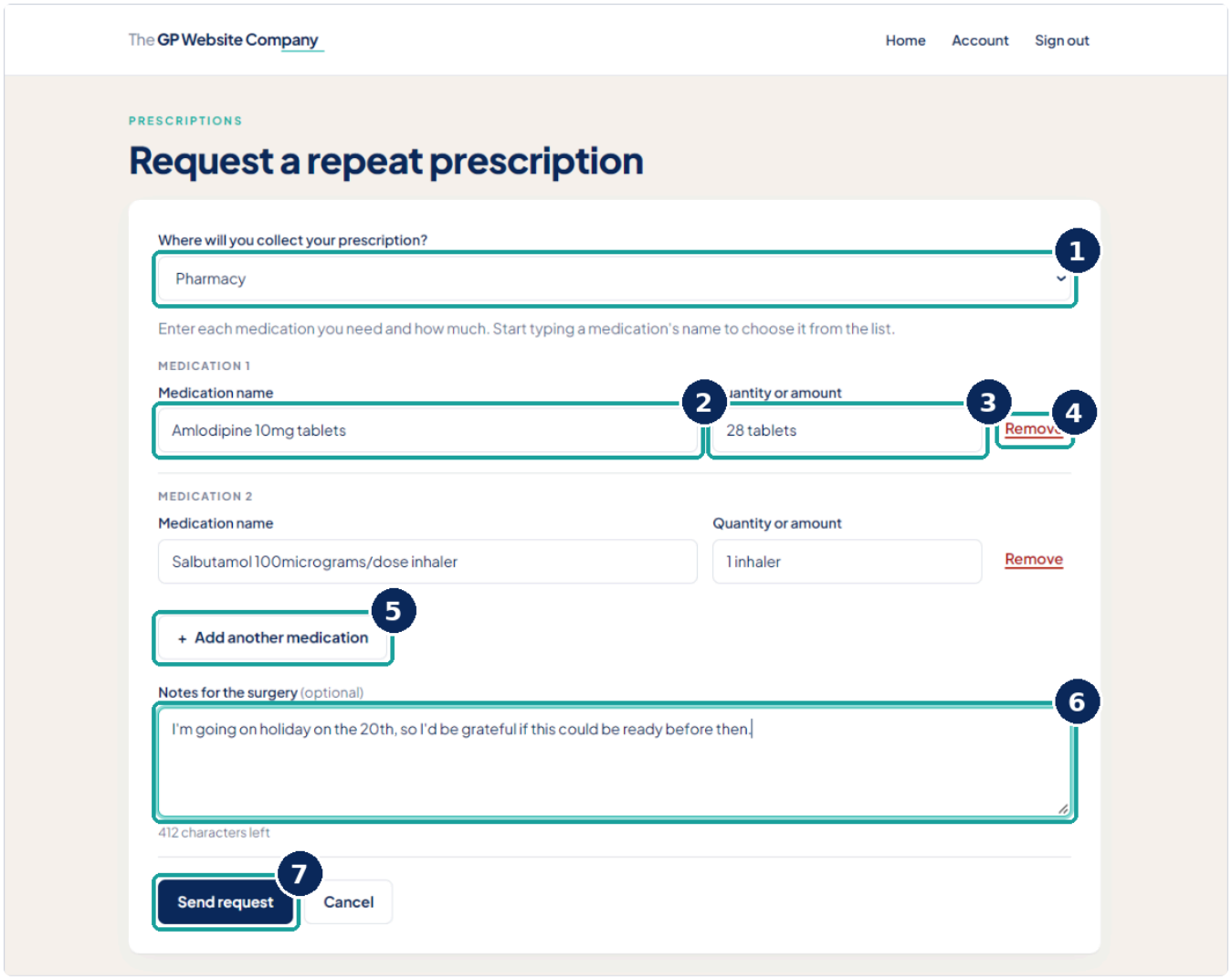
Picture 8: medicines from your previous requests



1. When you click into an empty medication box, the medicines from your earlier requests appear first, with the amount you asked for last time. Click one to add it, and the quantity is filled in for you.

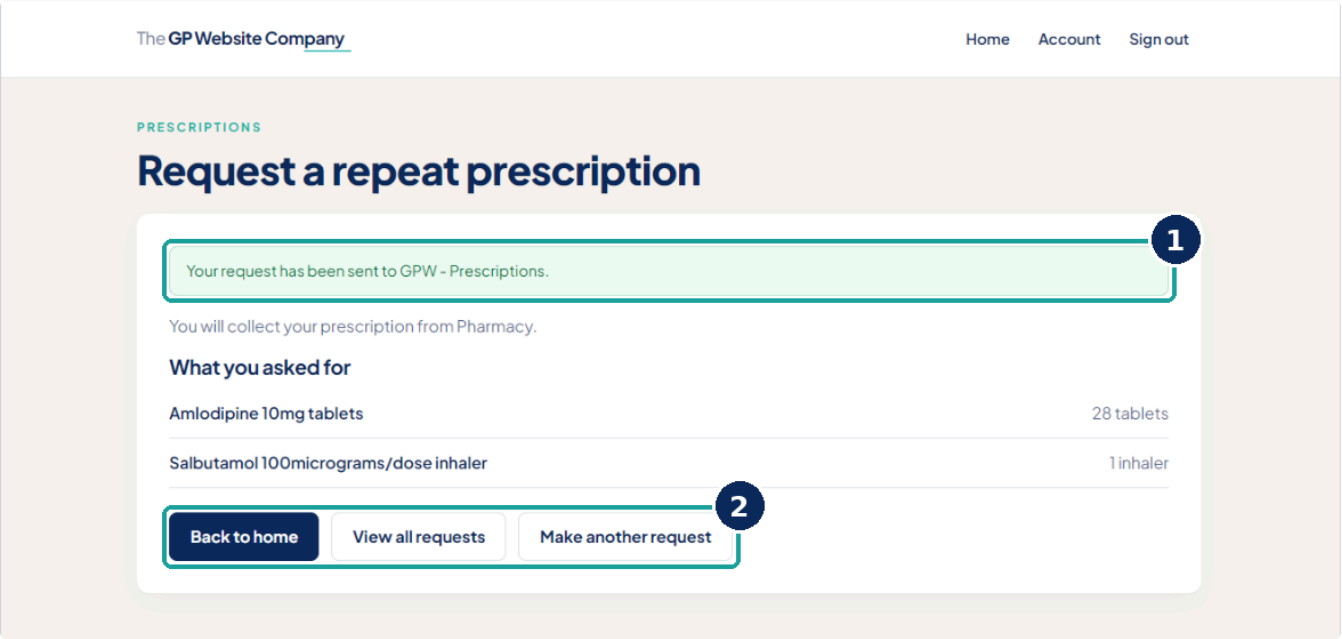
Completing the form

Picture 9: a completed request



1. **Where will you collect your prescription?** Choose a collection point, such as a pharmacy or the surgery. You only see this if your practice has set up collection points.
2. **Medication name**: the medicine you need.
3. **Quantity or amount**: how much you need, such as 28 tablets or 1 inhaler.
4. **Remove**: takes a medicine off this request.
5. **Add another medication**: adds a new line. Fill in the line above first.
6. **Notes for the surgery** (optional): anything the practice should know, such as a date you need it by. You can write up to 500 characters.
7. Click **Send request**.

Picture 10: your request has been sent



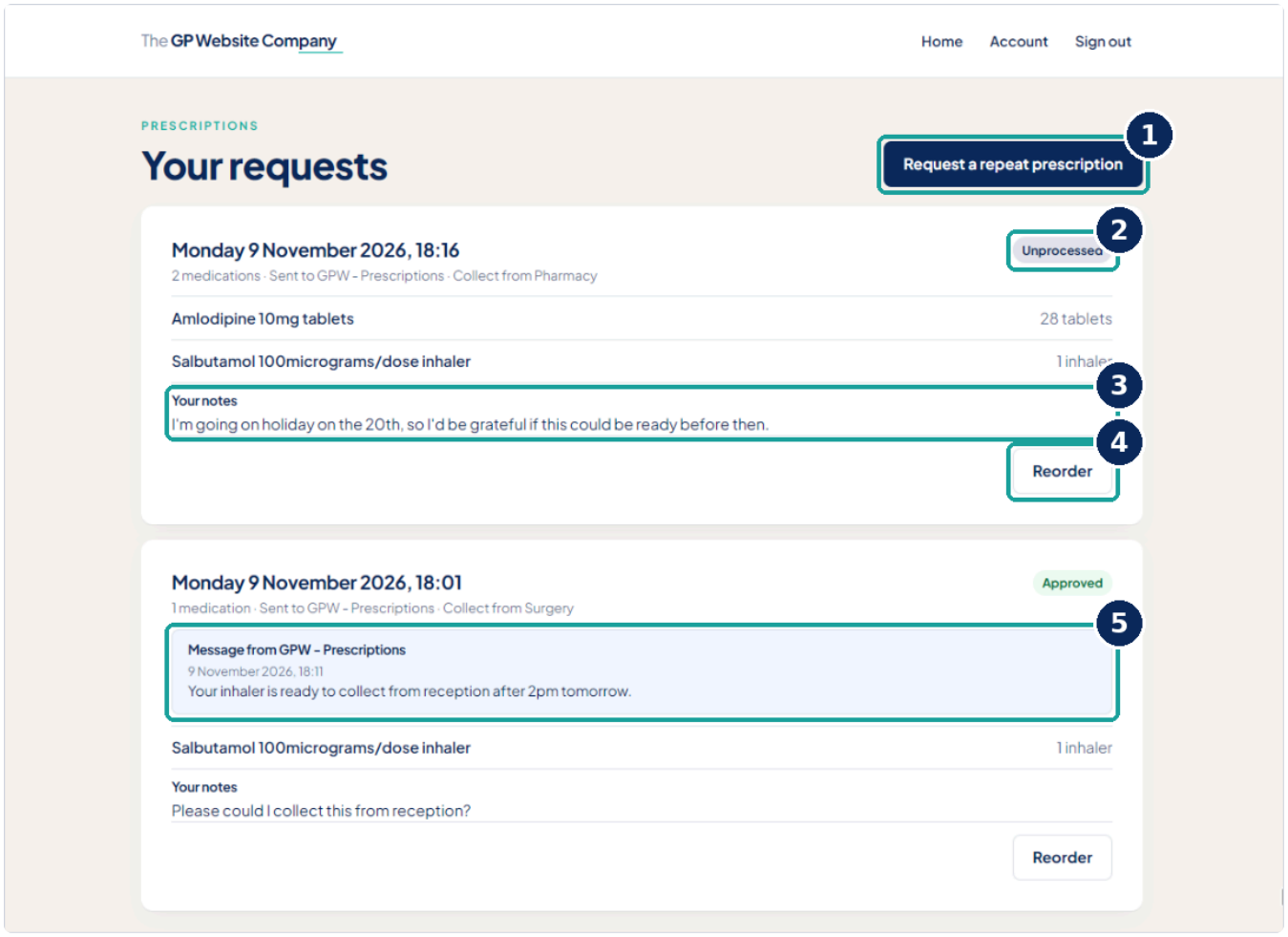
1. A green message confirms your request has gone to your practice, with your collection point and the medicines you asked for.
2. From here you can go **Back to home**, **View all requests** or **Make another request**.

Allow your practice time to process it. Your practice website, or its welcome message, will tell you how long requests usually take.

6. Viewing your requests and reordering

Click **View previous requests** on your home page to see every request you've sent, newest first.

Picture 11: your requests

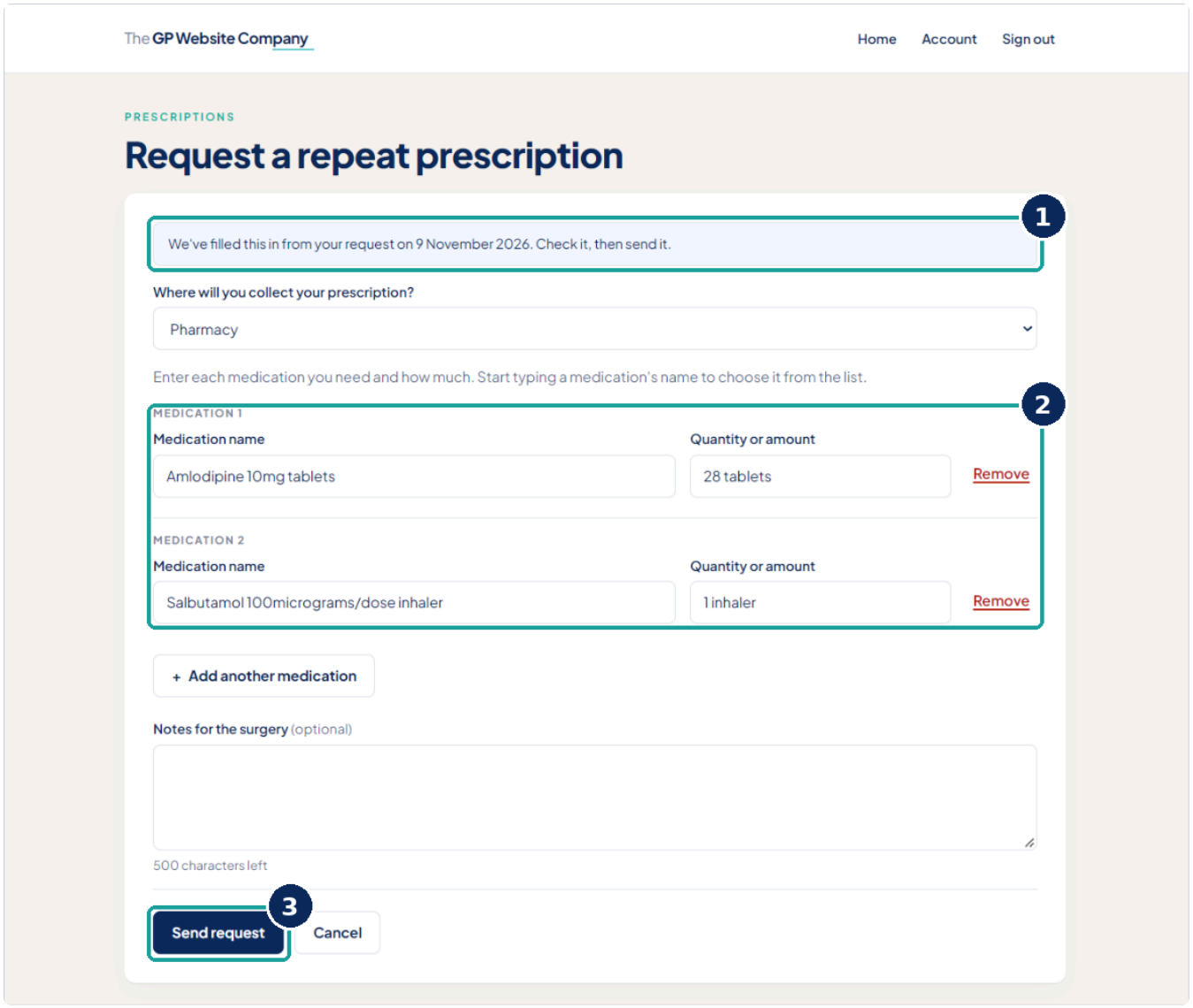


1. **Request a repeat prescription** starts a new request from this page.
2. The **status** shows where your request is up to (see the table below).
3. **Your notes** shows anything you wrote to the practice.
4. **Reorder** starts a new request with the same medicines.
5. A **message from your practice** appears in a blue box, with the date and time it was sent.

Status	What it means
Unprocessed	Your practice has received your request but hasn't dealt with it yet
Approved	Your practice has approved the request. Check for a message about collection
Rejected	Your practice couldn't approve the request. Check for a message, or contact the practice

Ordering the same medicines again

Picture 12: a request filled in from a previous one



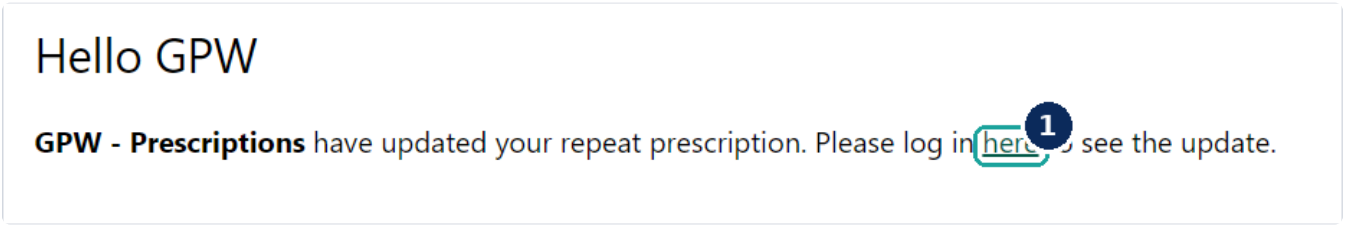
1. After you click **Reorder**, a blue message confirms the form has been filled in from your earlier request.
2. Your collection point and medicines are already there. Check them, remove anything you don't need, or add another medicine. Notes aren't copied, so add a new one if you need to.
3. Click **Send request**.

7. Emails and messages from your practice

You don't need to keep checking the website. Your practice will email you whenever something changes. All emails come from **donotreply@thegpwebsitecompany.co.uk**, so add it to your contacts to stop them going to junk. Don't reply to these emails: contact your practice directly instead.

When	What the email says	What to do
You register	Thank you for registering, with a **Verify your email address** link	Click the link within 3 days and choose a password
Your practice approves your request	Good news, your practice has approved your repeat prescription request	Sign in to see the details and any message about collection
Your practice rejects your request	Your practice has updated your request	Sign in to see the reason, or contact the practice
Your practice sends you a message	Your practice has updated your repeat prescription, with a link to sign in	Click the link to go straight to the message
You ask to reset your password	A link to reset your password	Click the link and choose a new password
You sign in with email codes turned on	A 6-digit code	Type the code on the sign-in page

Picture 13: the email you get when your practice sends a message



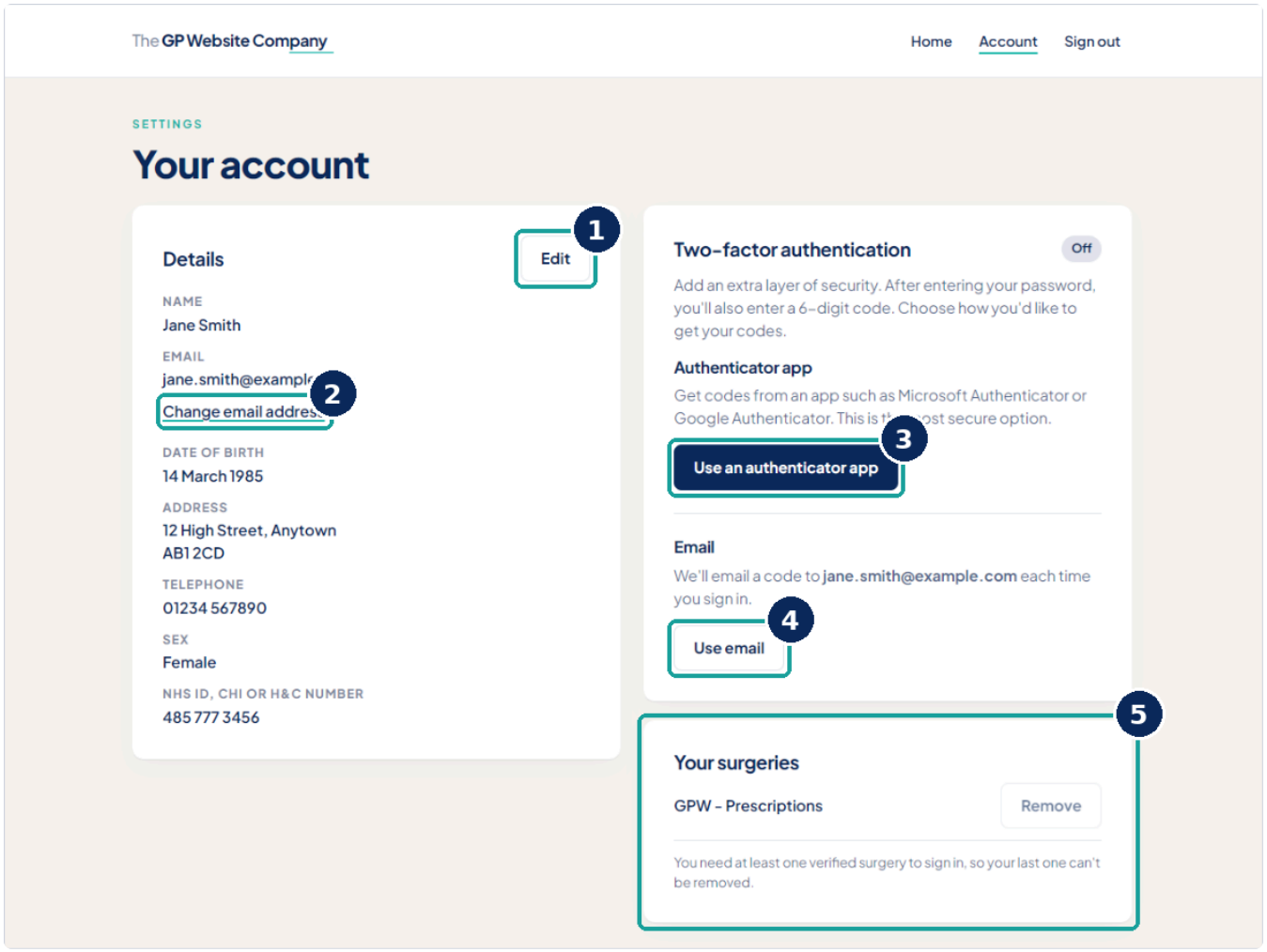
1. Click **here** to sign in. You're taken straight to your requests, where the message is shown in a blue box under the request it's about.

Messages are for information only. You can't reply to them through the system, so if you have a question, phone or contact your practice in the usual way.

8. Your account details

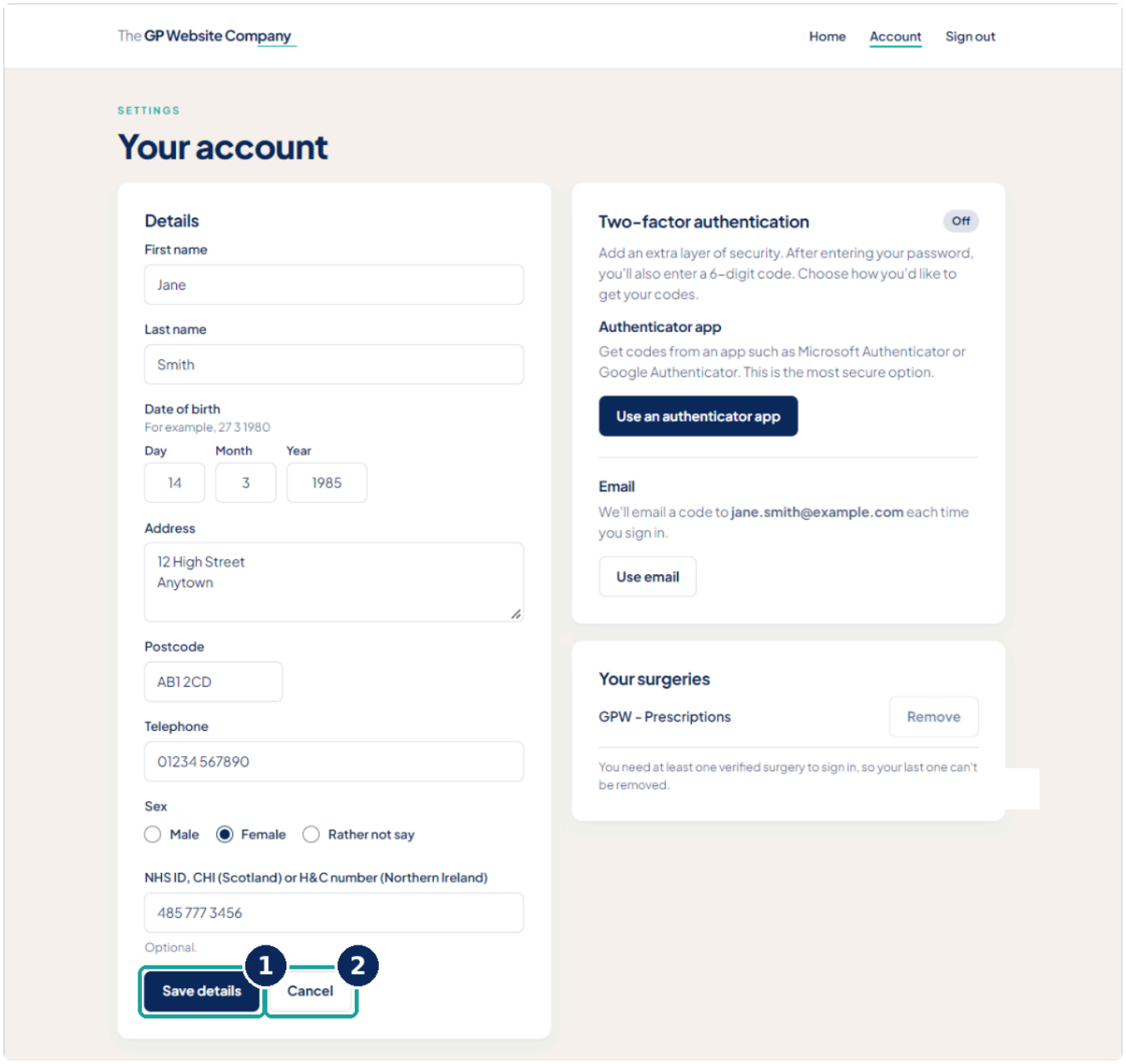
Click **Account** at the top of any page. Keep your details up to date so your practice can match your requests to your records.

Picture 14: your account page



1. **Edit** lets you change your name, date of birth, address, postcode, telephone, sex and NHS number.
2. **Change email address** updates the email you sign in with and where we send your emails.
3. **Use an authenticator app** turns on two-factor authentication with an app (section 9).
4. **Use email** turns on two-factor authentication with codes sent by email (section 9).
5. **Your surgeries** lists the practices you're registered with. You can remove a practice, but you can't remove your last one, because you need at least one to sign in.

Picture 15: editing your details



1. Make your changes, then click **Save details**.
2. Click **Cancel** to leave without changing anything.

If you move to a different GP practice, contact your new practice to find out how they take repeat prescription requests.

9. Two-factor authentication

Two-factor authentication means that after typing your password, you also type a 6-digit code. Someone who finds out your password still can't get into your account without the code. It's optional, but we recommend it.

You can turn it on from **Set up two-factor** on your home page, or from the **Two-factor authentication** box on your Account page (Picture 14). It shows **Off** until you set it up.

Option	How you get your code	Best for
Authenticator app	An app on your phone, such as Microsoft Authenticator or Google Authenticator, shows a new code every 30 seconds or so	The most secure option, if you're comfortable using an app
Email	We email a code to your account's email address each time you sign in	Anyone who'd rather not install an app

To set it up, click **Use an authenticator app** or **Use email** and follow the steps on screen. From then on, you'll be asked for a code each time you sign in.

If you lose your phone or can't get your codes, contact your practice.

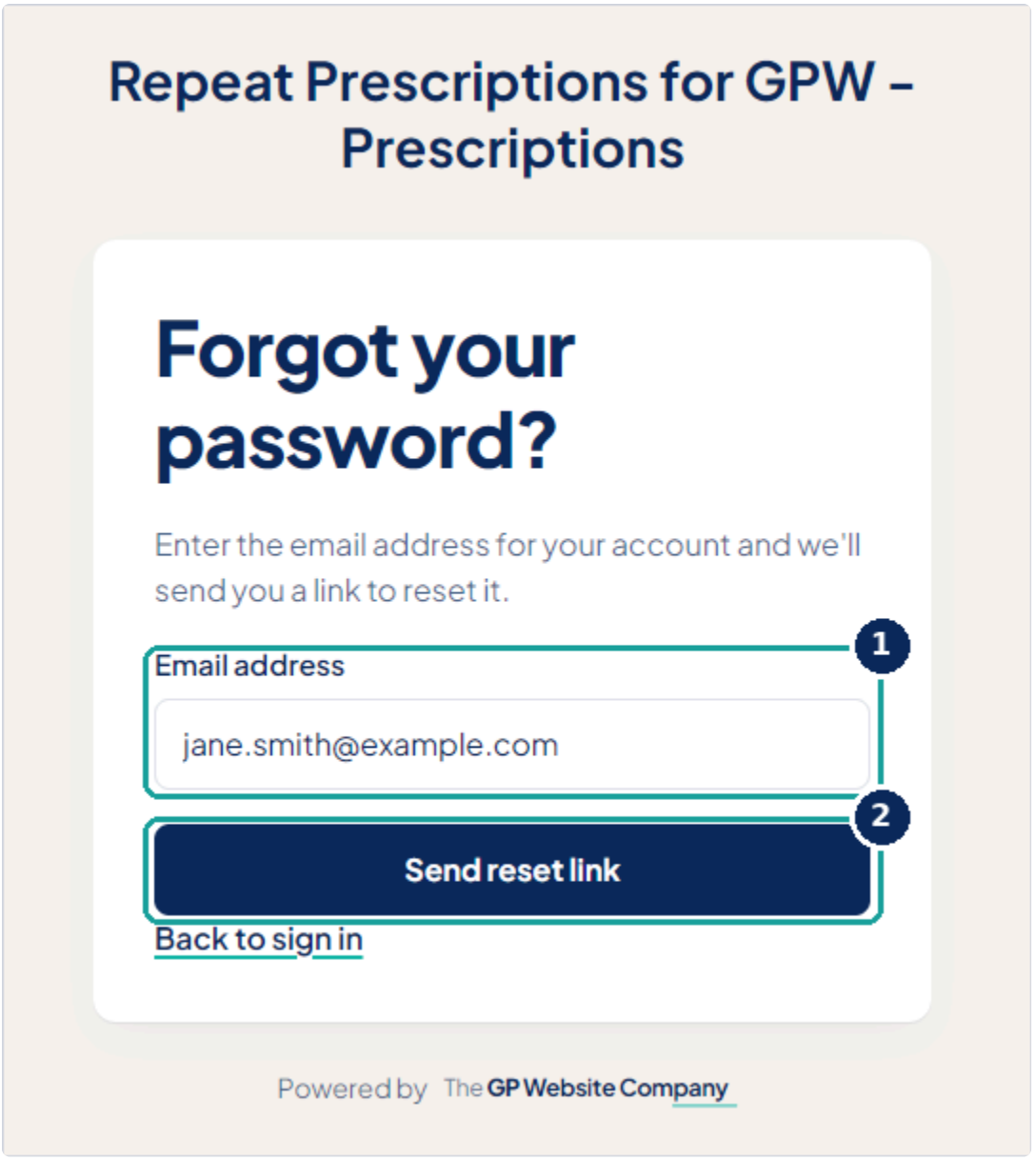
10. Signing out, forgotten passwords and common questions

Signing out

Click **Sign out** at the top of any page. Always sign out on a shared or public computer.

If you've forgotten your password

Picture 16: resetting your password



1. On the sign-in page, click **Forgot password?**, then type your account's email address.
2. Click **Send reset link**. We'll email you a link to choose a new password.

Still stuck? Your practice can create a personal link for you to set a new password. It works for 2 hours.

Common questions

Question	Answer
I didn't get the verification email	Check your junk or spam folder. Make sure you typed your email address correctly. If it still hasn't arrived, contact your practice
My verification link has expired	Links work for 3 days. Contact your practice, who can send you a link to set your password

Question	Answer
I can't find my medicine in the list	Type the name in full exactly as it appears on your repeat slip. You don't have to pick from the list
I don't see a collection point question	Your practice hasn't set up collection points. It will be sent wherever your practice usually sends your prescriptions
Can I order a new medicine?	No. This service is for medicines already on your repeat list. Contact your practice for anything else
How do I know my request has been dealt with?	Your practice will email you when they approve or reject it, or sends you a message. You can also check the status under **View previous requests**
I made a mistake in my request	Contact your practice. You can't change a request after you've sent it