



### Hello from The Friends of Parkwood Surgery!

This short guide explains how you will need to manage your repeat prescriptions from 01 April 2023 and provide the steps you need to follow.

### Requesting Repeat Prescriptions

From 01 April 2023, Parkwood Surgery will no longer accept email requests for repeat prescriptions whether submitted by you, or your nominated pharmacy.

This is because this method adds extra work for practice staff and delays the processing of your request.

To make the repeat prescription request process more effective, patients should submit their requests through the Patient Access website – requests submitted this way go direct to a GP for approval.

### What Do I Need To Do?

To be able to manage your repeat prescriptions going forwards you need to complete these steps:-

- Step 1 – select two forms of ID, one with your photo
- Step 2 – Request a Registration Letter
- Step 3 – Register for a Patient Access account and sync to Parkwood Surgery

Once complete, you can request repeat prescription online.

### PREPARATION STEPS – One-time Setup

#### Step 1 – select two forms of ID, one with your photo

You can use your mobile phone to take a photo of your ID:-

- Photo ID – Driver's Licence, Passport
- Non-Photo ID – a household bill that shows your full name and address

Make sure your details can be read; save the files to your PC.



### PREPARATION STEPS – Continued

#### Step 2 – Request a Registration Letter

- Go to <https://parkwoodsurgery.nhs.uk>
- Using the menu across the top of the page
  - select **Forms**, then from the drop-down list
  - select **Register for Online Services**
- On the Form page, enter your details
  - First Name, Last Name, Date of Birth
  - Address, including Postcode
  - Phone Number
  - Email Address, and confirm email address
- Read the Consent statement and tick the box
- Upload your ID files: in each case click the Upload button, navigate to the folder and select the file
- Confirm all information is correct, and press Submit

Please allow 2-3 days for the surgery to process this request. The Surgery will ask you to collect the Registration Letter – take your Photo ID – which will contain the code you need for Step 3.

#### Step 3 – Register for a Patient Access account

- Go to <https://www.patientaccess.com>
- Select **Register Now**
- Enter your personal details, and account details
- Add a mobile phone number \*
- Accept the Terms and Conditions
- Select **Create Account**
- Select **Verify my email address**: an email is sent to the address you defined
- Open the email, click on **Verify my email address**



You can now login to Patient Access

- Go to <https://www.patientaccess.com> and sign in
- Select **Link to your GP Practice**
- Use the Patient Access code from the Registration Letter to link to Parkwood Surgery

### REQUEST A REPEAT PRESCRIPTION

Follow these steps each time you need to make a request.

#### Logon to the Patient Access Website

- Go to <https://www.patientaccess.com> and sign in
- Select **Repeat Medication** from the menu
- Select **New medication order**
- You will now see all items on your repeat form: each will show when it was last ordered, and when the next issue is due
- For each item you require, click **Add to Request**
- Click **Order Medication**

Your medication order is now submitted to Parkwood Surgery: a GP will review and process your request which will be sent directly to your nominated pharmacy.

**If you have not nominated a pharmacy**, you can set this up whilst logged in to Patient Access: please ensure you include the name and postcode for your selected pharmacy.

\* Adding your mobile phone number helps you recover access if you forget your Patient Access Password



### Frequently Asked Questions

**Q. What forms of ID are acceptable?**

A. For Photo ID you can use a Driver's licence or Passport, and for non-Photo ID a household bill that states your name and address e.g. a utility bill or bank statement.

**Q. I don't have any photo ID: what do I do?**

A. You can still register for Patient Access: take a Bank Card with your name on it and one other form of ID to the surgery: they will validate your identity and provide a Registration Letter. You can then complete Step 3 to register for a Patient Access account.

**Q. How do I take a copy of my ID so I can upload it?**

A. The easiest option is to use your mobile phone or a camera to take a picture of your ID. Ensure that the details can be read clearly. Save the images to the device you will use for Step 2.

**Q. I don't have a computer: what do I do?**

A. You could ask a family member with a computer to help. Or, consider using a computer at Hemel Hempstead library, which offers free use (up to an hour) for library members. If you still cannot use Patient Access, you can submit your paper repeat prescription forms to the surgery.

**Q. Can the linkage codes be emailed?**

A. This is a security risk because the codes give access to confidential data. The practice will only send codes by email if a) your email address is already registered with them and b) you confirm you are happy to receive the codes by email.

Also for security reasons, the practice will not amend emails over the phone. Please ask a Receptionist in person to make amendments to the email address or phone number held for you - proof of ID may be requested.

**Q. How do I order repeat prescriptions on behalf of a child, they don't have the required ID?**

A. Parents/Guardians can apply for Proxy access for children under 15 years. If the child is 16, they must provide written consent that you can request prescriptions on their behalf.

Please use the Register for Online Services Form but print a copy and take to Parkwood Reception, explaining that you wish to request Proxy Access – this can only be done in person and the child MUST be present at point of making the application at the practice.

The usual ID will be required from the Parent/Guardian. If the child does not have a photo ID an ORIGINAL Birth Certificate will be acceptable.

For Proxy access to work, the Parent/Guardian MUST be a patient at the practice.

**Q. Can I submit paper repeat prescription forms to my pharmacy?**

A. No. From 01 April 2023, Parkwood Surgery will not accept repeat prescription requests from pharmacies unless the practice has explicitly agreed this for a named patient.

**Q. Can I submit paper repeat prescription forms to the surgery?**

A. Yes, but this still increases the workload for Parkwood Surgery, please use Patient Access if you can.

**Q. Can I email a repeat prescription request to the surgery?**

A. No, this option will be removed from the Parkwood Surgery website from 01 April 2023.

Only pharmacies continuing to manage repeat prescriptions for patients as confirmed by the practice will be allowed to use this route.

**Q. What is the definition of Acute medication?**

A. Medication issued on a trial or one-off basis, requiring a review with a clinician before it is reissued.

**Q. Can I request ACUTE medication not on repeat prescription via email or Patient Access?**

A. No: for Acute medication requests please use the Online Consultation option on the surgery website.

**Q. Why should I nominate my preferred pharmacy?**

A. Nominating your pharmacy allows your prescriptions to be sent to them electronically, speeding up the process.

Use the Patient Access website to nominate your pharmacy: please ensure that you specify the name and the postcode for your selected pharmacy, so the correct store is selected.

You can ask your pharmacy to send you a text message when your prescription is ready to collect.

**Q. How have patients who can continue to order repeat prescriptions via their pharmacy been identified?**

A. These are patients on dosset boxes, and housebound patients.

**Q. My repeat medication isn't listed on Patient Access?**

Items not requested for 6+ months are moved to past medications so may not be visible. Please use the Online Consultation option on the surgery website to submit a request for the item, an appointment may be necessary to restore this to your repeat medications list.



The Friends of Parkwood Surgery is your Patient Group! We work with the surgery in the interest of all patients.

If you have any suggestions or feedback you would like to share with us, please contact us –

- Via email – [friendsofparkwoodsurgery@gmail.com](mailto:friendsofparkwoodsurgery@gmail.com)
- Via our website online contact form – [www.friendsofparkwoodsurgery.com](http://www.friendsofparkwoodsurgery.com)