

Electronic Prescribing

Exciting changes are being made to the way we issue prescriptions.

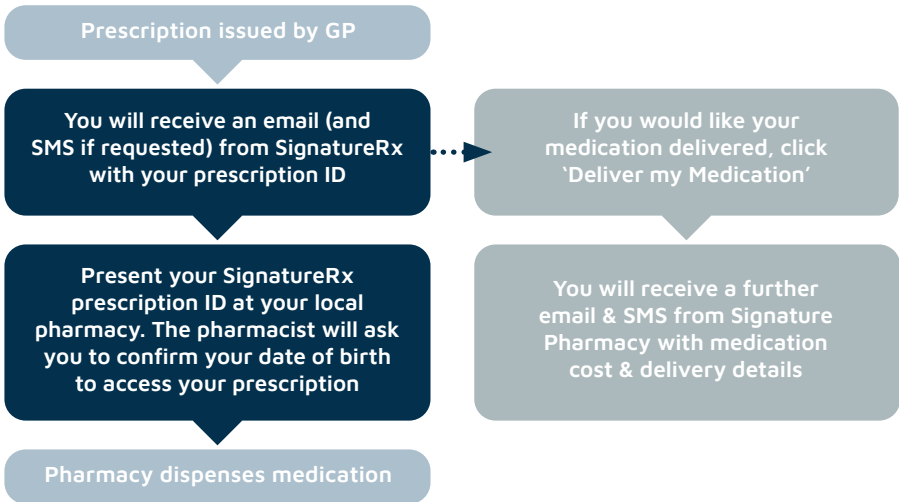
We have partnered with SignatureRx, an advanced electronic prescription service, to enable us to send paperless, secure prescriptions that can be collected from any UK pharmacy. Once your prescription has been issued by a GP you will receive an email (and optional SMS) from SignatureRx with your unique Prescription ID, and you can choose to collect your medication from your local pharmacy or have it delivered to your preferred address.

The benefits of electronic prescriptions include:

- **Faster prescription turnaround time**
- **Reliable method for pharmacies to access prescriptions**
- **Increased flexibility in your pharmacy choice**
- **A more environmentally friendly & sustainable option**
- **Safe, secure and compliant with current regulations**
- **Improved patient choice – collect medication or have it delivered**
- **Removes the risk of losing paper prescriptions**

We recognise that electronic prescriptions will not be suitable for all patients. Therefore we will continue to issue paper prescriptions, sending them manually when needed, alongside dispensing medication for collection at the practice.

The electronic prescribing process:



Frequently Asked Questions

What is ePrescribing?

ePrescribing, or electronic prescribing, is a method for healthcare providers to send prescriptions to pharmacies electronically. Instead of paper prescriptions, ePrescribing makes the entire process digital, from the doctor prescribing to the pharmacist downloading your prescription and preparing medication for collection.

How do I receive my prescription ID?

You will receive an email from SignatureRx with your prescription ID and further guidance. There is also an optional SMS confirmation. Our team will ask whether you would like to receive an SMS confirmation at the time of making your prescription request or during your consultation.

What happens if I haven't received an email from SignatureRx?

First of all, check your junk mailbox. If it is not there, then please call us on **01494 410 888** and we can send you an SMS with your prescription ID.

What are my options for delivery?

You can have your prescription delivered by Totally Pharmacy. Please contact us to organise this service. Alternatively, you can click on the delivery option within your email confirmation to have medication delivered via Signature Pharmacy.

What if I don't have an email address?

If you don't have an email address, we can send your prescription manually to your chosen pharmacy.

Is there a fee for my medication?

DoctorNow can only issue private prescriptions, a fee will apply for the cost of the medication. Unfortunately we cannot issue NHS prescriptions.

Do all pharmacies accept SignatureRx prescriptions?

Any pharmacy in the UK (Scotland, Wales & Northern Ireland) apart from Rowlands Pharmacies accept SignatureRx prescriptions.

What happens if the pharmacy doesn't have my medication in stock?

You can get the medication ordered in or you can take your prescription ID to another pharmacy. If you have been to multiple pharmacies and the medication isn't in stock, please call us on **01494 410 888**.

Are electronic prescriptions secure?

Yes, SignatureRx Prescriptions are secure, they are based on the same regulation as the NHS Electronic Prescription Service. SignatureRx is fully compliant with 'Human Medicines Regulations 2012', providing a legal, safe, and efficient way to prescribe and deliver medication direct to a patient.

Are all types of medications accepted on electronic prescriptions?

As per UK legislation, schedule 2 and 3 controlled drugs cannot be ePrescribed.

