

## I am a new patient – how do I order my medication?

Please ensure you have at least one month's supply of your medication before joining KAMP as a new patient. Once you have registered as a new patient with us, please contact the practice to make an appointment with a GP who will add your medication to a new repeat list.

Once your GP has put your medication on repeat, the quickest and most efficient way to request your medication is online, please see below for further details.

## Why does my medication not appear on my repeat list?

There are a few reasons why this may happen.

1. The drug is only prescribed by secondary care (hospital).
2. Your GP would like to monitor how you are getting along with the drug before putting on repeat.
3. This is a short-term medication.
4. We are awaiting a letter from the hospital to confirm a change in medication.

## My medication is not showing to re-order.

The medication may not appear as it is due to be reviewed by a clinician, this is normally carried out annually.

Please contact the Patient Navigation team to arrange a medication review. KAMP currently has a waiting list for patients due a review, if you have no concerns about your medication and are happy to wait for a review, we can add you to this list.

## How do I know when I can place my next order?

In line with NHS guidelines, KAMP will issue one month supply of medication. On your repeat prescription (green slip) it says when you can next order.

For patients eligible to collect their medication direct from our Dispensing site at Marlborough surgery, please allow 2 working days, we will text you when your medication is ready to collect.

For non-dispensing patients, please contact your nominated Pharmacy to ask how long they need to process your request. This is normally around 3 working days.

You can request your medication 7-10 days before you are due to run out.

If you are making an early request, due to a holiday for example, please let us know.

### Did you know you can order your medication online?

This can be done in two ways.

1. By downloading the NHS app and following the simple steps.
2. By visiting the practice – the Patient Navigation team or the Dispensary team will provide you with a username and password to access online services through the KAMP website.

### Requests for HRT

If you have a pre-payment HRT certificate and you are ordering HRT as well as other medications, please remember to order the HRT as a separate request.