

## Pharmacists and online pharmacies

**Your prescriptions can be organised through your community or high street pharmacy or online.**



Pharmacies in supermarkets, on the high street, and independent shops can provide advice and information on minor illnesses and ailments. If symptoms suggest it's something more serious, pharmacists have the right training to make sure you get the help you need.

### What services do pharmacies provide?

Pharmacists train for five years in the use of medicines. They are also trained in managing minor illnesses and providing health and wellbeing advice. They can answer your questions on prescription and over-the-counter medicines. Pharmacies provide the following services:

- dispensing of NHS prescriptions
- access to the repeat prescription service
- an emergency supply of medicine, subject to the decision of the pharmacist
- non-prescription medicines like paracetamol
- disposal of unwanted or out-of-date medicines

Some pharmacies will deliver your prescription medicines to you, but you may need to pay for this service. See more about this over the page.

You can ask in a pharmacy or if you are online you can use the NHS website '[Find a pharmacy service](#)' and check the 'Treatments and services' page of the pharmacy profile to see if they offer this service.

### Do I need to see the doctor every time I need a prescription?

Not necessarily. A pharmacist can help manage repeat prescriptions for you. If you take a medication regularly and your condition is stable, your GP can offer a long-term repeat prescription.

### Can pharmacists provide advice about the medication I'm taking for a long-term condition?

You can ask your pharmacist for advice about any of your medicines. If you're prescribed a medication to treat a long-term condition for the first time, you can get extra help and advice from your pharmacist. This scheme is called the [New Medicine Service](#) and applies to conditions such as Parkinson's Disease, heart failure and stroke.

## Getting your prescription delivered

Are you eligible? Most GP surgeries in England are able to send electronic prescriptions with over 96% connected to the Electronic Prescription Service. You need to be registered with one of these NHS GP's that uses the service.

The Electronic Prescription Service is designed to save time for people who require repeat prescriptions that have been issued by your regular GP. This service allows your prescriptions to be sent directly and electronically to a pharmacy to be processed and delivered to the address of your choice.

### How it works

- 1. Sign up or register with a pharmacy online or get a pharmacy app and create your account.**
- 2. Order your medicine through your GP.**
- 3. Your GP approves your request, usually in one to two days.**
- 4. Your GP sends the prescription through to the pharmacy.**
- 5. The pharmacist prepares your medicine, again usually in one to two days.**
- 6. The prescription is delivered to your nominated address.**

Some pharmacies can also give you reminders to order your prescription when its due.

Some pharmacies allow you to order one-off prescriptions with them too.

Some pharmacies use tracked postal services, so you know where your parcel is.

It is free to sign up to these services and most offer free delivery.

There are many pharmacies that offer this service. You can search for and find internet pharmacies here [www.nhs.uk/service-search/other-health-services/pharmacies/internetpharmacies](http://www.nhs.uk/service-search/other-health-services/pharmacies/internetpharmacies).

If you take four or more medications, you can use a service like PillTime, an NHS pharmacy service, and you can also sign up for someone else as a carer or family member. They can also sort regular NHS medications into labelled pouches for easy use. You can find out more at <https://pilltime.co.uk/how-it-works>.

### If you need support, contact us

Telephone 01924 787379 or email [enquiries@healthwatchwakefield.co.uk](mailto:enquiries@healthwatchwakefield.co.uk).

If you are Deaf or hearing impaired, you can text us on 07885 913396.

You can also contact us and review service through our website [www.healthwatchwakefield.co.uk](http://www.healthwatchwakefield.co.uk).

Our office hours are between 9 am and 5 pm, Monday to Friday.

