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[www.kilmenysurgery.co.uk](http://www.kilmenysurgery.co.uk)

## **MAKING APPOINTMENTS & REQUESTING REPEAT PRESCRIPTION ONLINE**

### **Information for Patients**

If you are aged 16 or over and would like to be able to make appointments on-line or request your repeat prescriptions on-line you will need to come **to register in person** at either surgery reception and bring the following documents with you:

- a current form of photo ID eg driving licence or passport  
**PLUS**
- one utility bill or mobile phone bill or a bank statement bearing your name / family name.

Ask the receptionist to register you for online prescriptions and appointments.

***Parents can register children under 16, who live with them, for on-line services. Proof of the parent's identity must be provided (as above).***

The receptionist will give you a print out showing your user name and password. **This will not be valid until 4 hours later.** Go to the surgery website to register [www.kilmenysurgery.co.uk](http://www.kilmenysurgery.co.uk) and follow the instructions. You will be asked to change your password when you log on for the first time.

Prescriptions can be ordered two weeks before they are due. If the request is any sooner than two weeks then the request will be refused.

Once you have logged on you will be able to:

- View the list of drugs on your repeat prescription. Drugs that are available to order will have a tick box next to them. Click on the box to order that drug.
- Add a note about your request eg *please send to ... pharmacy*. **Please do not use this space to add any other request to the surgery.**
- Make some appointments
- Cancel future appointments you have made
- Notify us of any change of address or contact details