

What happens when you are prescribed medication?

Prescriptions: from request to collection

Day 1

Prescription is requested by you or your representative

Day 2

Prescription request is processed by your surgery - This involves:

- *input of prescription request to surgery's electronic system*
- *contacting patient, if needed*
- *reviewing treatment, if needed*
- *ordering any appropriate monitoring*
- *clinician signing prescription*

Day 3

Prescription is processed by your pharmacy
This involves:

- *input of prescription to the pharmacy's electronic records*
- *ordering items if needed***
- *contacting surgery, if any issues e.g. stock availability*
- *dispensing items*
- *double checking dispensed items by pharmacist or accuracy checking technician*
- *bagging up medication ready for collection*

Day 4

Day 5

Prescription is collected by you or your representative

**Blue indicates practice and green indicates pharmacy; number of days indicates working days;*

***In some cases, ordering items could take longer (e.g. 'specials', stockings) up to 3-5 working days extending prescription journey. Speak with your community pharmacy for more information.*