

BISHOP'S CLOSE MEDICAL PRACTICE



PATIENT NOTICE – NEW REPEAT PRESCRIPTION ORDERING SERVICE

We are introducing a new prescription ordering service to improve patient access. This will replace the Voicemail service which will cease on **29 Mar 24**. It is called **Voice Connect**; Voice Connect enables patients to telephone the practice 24 hours a day, 7 days a week and re-order repeat prescriptions without the need to speak to a member of our reception team.





- ① To access Voice Connect all you need to do is call the practice repeat ordering number **01388 217184** and follow the prompts.
- ② You will be required to enter your unique PIN number (which can be obtained from reception).
- ③ Once you have logged in to the service you will hear a menu offering you your available prescriptions.
- ④ Prescriptions requiring a review or are date restricted are listed on a separate menu. Simply listen to the prescriptions that are available as they are read out and select the items that you need.



As mentioned in point 2 above; to use the automated service you will require a unique 6-digit PIN number, we are proactively giving these to patients when taking telephone orders. You can either contact us to request it and we will send it to you via SMS or be given it verbally. Your PIN number is unique to you and links to your personal details and should be kept safe.

Only items which are due within 7 days will be listed. This information will be shared via social media and with patients at the time of ordering.

Prescriptions can also be ordered using one of the following methods;

-  *NHS App*
-  *SystmOnline*
-  *Email*
-  *Prescription Box in the practice foyer*

If you aren't currently setup for any of the additional services above, please get in touch with the reception team who will be happy to help.