Repeat Prescriptions

Information for patients, families and carers

The Royal London Hospital
for Integrated Medicine
This booklet has been written by the Royal London Hospital for Integrated Medicine to inform patients and their families and carers about the hospital policy on obtaining repeat prescriptions.

This new policy came into effect from May 2012. It is designed to ensure that repeat prescriptions are given appropriately with the minimum delay.

The policy
Repeat prescriptions will only be issued by two designated full-time doctors. This will avoid lengthy delays when requests are made to part-time doctors.

Repeat prescriptions will be issued at the doctor’s discretion.

Requested items must have been prescribed within the last six months, for example you will not be able to request a repeat prescription for an item that was issued only once a year ago.

A repeat prescription can only be requested once between appointments. You can only request a repeat
prescription through your doctor’s secretary. Please allow one week for your request to be processed at which time Pharmacy will contact you by telephone to advise it is ready for collection. Please do not contact Pharmacy as this causes unnecessary disruption to services and delays in dealing efficiently with repeat prescription requests. If the Pharmacy has not contacted you within one week from the date of your request, please contact the Medical Secretaries.

Prescriptions for collection will not be processed in advance. This is to reduce wastage from uncollected medicines. Normal waiting procedure will apply. There is a charge for postage and packaging regardless of whether you are exempt from paying for NHS prescriptions.

If you normally pay for NHS prescriptions and would like your prescription to be posted, we will ask for payment for postage and packing over the phone before the medicines are sent out.

A valid proof of exemption from NHS prescription charges must be verified by Pharmacy staff. If there is any doubt about your exemption status, you will be requested to pay for your prescription and an NHS receipt form FP57 will be sent to you in order for you to claim a refund.
Certain medications are not eligible for repeat prescription because they can be purchased directly from retailers. These include:

- Nutritional supplements such as fish oils, vitamins and minerals
- Herbal products available for purchase over the counter such as those with “Traditional Herbal Registrations”
- Homeopathic medicines. Up to six months’ supply can be issued at each appointment
- Creams, ointments and other external preparations such as arnica cream

**Obtaining items not available on repeat prescription**

You may be able to obtain a prescription from your GP to take to your local pharmacy. Please allow a week or two for your pharmacist to order and receive your medicines. Your pharmacist will be able to order your medicines from the suppliers listed on the following pages.

Alternatively, those suppliers marked with an asterisk (*) will supply you directly if you are unable to obtain a GP prescription. They also offer a postal service.

*Royal London Hospital for Integrated Medicine Pharmacy*

See back page of booklet for contact details
*Ainsworth Homoeopathic Pharmacy
36 New Cavendish Street
London W1M 7LH
Tel: 020 7935 5330

Bio Pathica Ltd.
Unit 104
Ellingham Industrial Estate
Ashford
Kent TN23 6LZ
Tel: 01233 636678

Biocare Ltd
180 Lifford Lane
Kings Norton
Birmingham B30 3NU
Tel: 0121 433 3727

Bioforce (UK) Ltd
2 Brewster Place
Irvine KA11 5D
Tel: 01294 277 344

G.R. Lane Health Products Ltd
Sisson Road
Gloucester GL2 0GR
Tel: 01452507458
*Helios Homoeopathic Pharmacy
97 Camden Road 8 New Row
Tunbridge Wells Covent Garden
Kent TN1 2QR London WC2N 4LJ
Tel: 01892 536393/537254 Tel: 0207 379 7434

Higher Nature Ltd
Burwash Common
East Sussex TN19 7LX
Tel: 0870 066 0808

Lamberts Healthcare Ltd
1 Lamberts Road
Tunbridge Wells
Kent TN2 3EH
Tel: 01892 554312

Marigold Footcare Ltd
134 Montrose Avenue Edgware
Middlesex HA8 0DR
Tel/Fax: 020 8201 1188

*Nelsons Homoeopathic Pharmacy
73 Duke Street
London W1M 6BY
Tel: 020 7629 3118
Quest Vitamins Ltd
8 Venture Way
Birmingham Science Park
Aston
Birmingham B7 4AP
Tel: 0121 359 0056

Vega Nutritionals Ltd
Unit 2-3
Christchurch Road
Baglan Industrial Park
Port Talbot
West Glam SA12 7BZ
Tel: 08452 267 300

Weleda UK Ltd
Heanor Road
Ilkeston
Derbyshire DE7 8DR
Tel: 0115 944 8200

Where can I get more information?
This leaflet is also downloadable from the Pharmacy page of our website:
http://www.uclh.nhs.uk/OurServices/ServiceA-Z/INTMED/IMPHARM/Pages/Home.aspx
UCL Hospitals cannot accept responsibility for information provided by other organisations.
Contact details
RLHIM Pharmacy Department
Royal London Hospital for Integrated Medicine
60 Great Ormond Street
London
WC1N 3HR
Direct line: 0203 448 2600
Fax: 0203 448 88868
www.uclh.nhs.uk/rlhim

If you would like this document in another language or format please contact Patient Services on 020 3448 8888.