



## REPEAT PRESCRIPTIONS - HOW IT WORKS

### 1. If a person (helpree) requests assistance to order a repeat prescription:

- EMAIL:** The request can be emailed to Bearsted Medical Practice (BMP) on [gp.g82074@nhs.net](mailto:gp.g82074@nhs.net)  
Name, address, DOB and medication details of helpree required.
- BY HAND:** Volunteers can deliver a note to BMP - use the white letter box to the right of the main doors.  
Name, address, DOB and medication details of helpree required.

### 2. Please ask if the helpree usually picks up a paper prescription form from BMP. If not, then their details are on the Electronic Prescription System (EPS):

- EPS:** If the helpree is on the EPS, the prescription will be issued and sent electronically to Paydens. This will take 48 hours to process.
- PAPER:** The prescription form will need to be collected from BMP. Our help team can advise on this:  
Please email [covid19helpteam@bearstedparishcouncil.gov.uk](mailto:covid19helpteam@bearstedparishcouncil.gov.uk) or call 07851 941935  
A form will be issued to you that the helpree needs to sign. This form should be returned to Jess Howells at 12 Yeoman Lane by hand, so the collection and delivery of the paper prescription can be completed. Again, this will take 48 hours to process.

### 3. If the helpree usually has their medication delivered by Paydens, this will still occur although it may take slightly longer than the usual service. If not, see collection details below:

- COLLECTION:** To avoid long queues and to help Paydens process, we recommend the following:  
Please email [covid19helpteam@bearstedparishcouncil.gov.uk](mailto:covid19helpteam@bearstedparishcouncil.gov.uk) or call 07851 941935  
A medication collection form will be issued to you that the helpree needs to sign.  
This form should be returned to Jess Howells at 12 Yeoman Lane by hand, so the collection and delivery of the medication can be completed by our nominated and dedicated Paydens Help Team.  
The process will be completed within 48 hours- depending on availability etc.  
The Paydens Help Team will keep the helpree informed should there be an expected delay.

### IMPORTANT INFORMATION

Please advise your helpees that **7 - 10 days** should be allowed to order a repeat prescription. This will help prevent putting extra demands on the system. We are trying to stop over 70s or those in self-isolation from attending BMP and Paydens to minimise risk- please do encourage them to use the above service.

If a helpree needs non-emergency medical help or a new prescription that is not usually issued to them on repeat, they will need to contact BMP for a telephone consultation. Please advise them to:

- CALL:** Call BMP on 01622 737326  
If calling in the morning- please expect a call back by 12 noon (subject to demand).  
If calling in the afternoon- please expect a call back by 4pm (subject to demand).