

Walkley House & Stannington Medical Centre

Opening Hours: Monday to Friday 8am - 6pm

www.walkleyhouseandstannington.co.uk

0114 2343561 / 0114 2347775

Important Changes from Monday October 14th 2024

The way you order your Repeat Prescription is changing

From Monday 14th October, we will no longer be accepting repeat prescription requests over the phone before 2pm.

This allows the team to handle urgent morning queries from patients.

The easiest way to order repeat prescriptions is through the **NHS App**

It displays all of your repeat medications and dosages, allowing you to select the ones you need.

You can also order your prescription using:

Systmonline: Register for this service to place orders.

Systmconnect online form: Complete and submit a request under the 'Medication Request' tab.

Repeat Prescriptions Request Form: You could use the right-hand repeat slip from the paper copy of your prescription or we have paper slips available at reception; fill one out and drop it in the letterbox.

Email: Send your request to syicb-sheffield.whscripts@nhs.net

Telephone Orders will only be accepted **after 2 PM**. At other times, or when lines are busy, you can leave a message on our **Prescription Voicemail**.



Can't See Your Repeat Medication Online?

If you cannot view your repeat prescription in the NHS App or through systmonline, the best way to request your medication is to use Systmconnect and select the Medication Request option.

The reason for this might be because your medication needs to be reviewed by our in-house pharmacist or GP. Patients on certain medications need regular reviews, and you may be required to see a GP before further prescriptions can be issued. If this is the case, we will contact you to arrange any necessary appointments or tests.

Please order your repeat prescriptions in plenty of time

We will process your prescription request within **48 hours** of receipt.

Your chosen pharmacy may then take a further 48 hours or more to dispense your medication (excl weekends and bank holidays)



All enquiries to the surgery should be submitted via our online form:

systemconnect

Using systemconnect helps keep our phone-lines available for those without internet access or who need additional assistance in contacting the surgery.

For more information about systemconnect; visit our website

Making an Appointment

To request an appointment, please use **systemconnect**

If you are unable to complete the systemconnect form, you may visit the surgery in person or call us on 0114 2343561 or 0114 2347775, and a team member will assist you with the form. **Please note: Telephone assistance is intended for those who genuinely need it, and we kindly ask that everyone else uses systemconnect.**



All online requests submitted will be reviewed by our team on the same day. If your issue is deemed urgent, you will be contacted the same day to arrange a review. Non-urgent issues will be addressed promptly as determined by the clinical team.

Need to Cancel or Rearrange Your Appointment?

Please let us know if you need to cancel or rearrange an appointment so we can offer the slot to someone else who needs it.

DNA'd appointments cost the surgery over 111 hours of wasted appointment time in September, that's over 400 appointments that could have been made available for patients who needed them



The easiest way to cancel an appointment is by using the **NHS App.**

Alternatively, if your appointment is not today or tomorrow, you can cancel or rearrange it using our online "Cancel or Rearrange Your Appointment" form found in the Appointment section of our website.

If you need to rearrange an appointment scheduled for today or tomorrow, please call the surgery on 0114 234 3561 or 0114 234 7775

When calling the surgery to reschedule an appointment, please wait until after 2pm, as this is the best time to reach a receptionist.