

## Patient Information Guide – Ordering Prescriptions

To help with ordering prescriptions, below is a step-by-step guide for each method of ordering available at the surgery.

### MYGP APP

- Download the MYGP App onto your smartphone via the application store for free
- Once installed, you will need to enter your name, date of birth and surgery details
- To gain access to your prescriptions, you must collect log in details from the surgery
- To add a dependent to your account, you must first contact the surgery and ensure you have the same mobile number on screen as the dependent(s) you are adding to your account.
- **Please note, when changing the mobile number of dependents on screen, appointment reminders will be sent to that mobile number. These reminders do not contain the patient name.**
- Once the surgery has granted permission, you can add the dependent(s) to your account under the 'Profile' page of the app.
- Any further queries or problems, please contact [mygpappsupport@iplato.com](mailto:mygpappsupport@iplato.com)

### PATIENT ACCESS

- Open <https://www.patientaccess.com/>
- Click register in the top right corner of the screen
- Follow the instructions on screen, enter your personal details and create your account
- To gain access to your prescriptions, you must collect log in details from the surgery
- Each patient must have their own account, including children – only **one** email address can be used per patient.

**EMAIL**

- Send your name, date of birth, and prescription request to:
- [bloomfield.prescriptions@nhs.net](mailto:bloomfield.prescriptions@nhs.net)

**TEXT**


- Send your name, date of birth, and prescription request to:
- 07800 001037

**TELEPHONE REQUESTS WILL NOT BE ACCEPTED.**

**Please ensure to allow 2 full working days for all requests.**

*Orders placed after 1pm will be classed as next day.*

**Please refer to the ordering schedule below for further information.**

 <b>REPEAT PRESCRIPTION ORDERING</b> PLEASE ALLOW 2 FULL WORKING DAYS FOR YOUR ORDER TO BE PROCESSED *Orders put in after 1.00pm will be classed as next day*	
<b>ORDER</b>	<b>COLLECTION</b>
Order before 1.00pm MONDAY	Collect after 1.00pm WEDNESDAY
Order before 1.00pm TUESDAY	Collect after 1.00pm THURSDAY
Order before 1.00pm WEDNESDAY	Collect after 1.00pm FRIDAY
Order before 1.00pm THURSDAY	Collect after 1.00pm MONDAY
Order before 1.00pm FRIDAY	Collect after 1.00pm TUESDAY
Order after 1.00pm FRIDAY	Collect after 1.00pm WEDNESDAY