

**KINNEIL MEDICAL PRACTICE  
REPEAT PRESCRIPTION ORDERING**

- Repeat Prescriptions and Special Requests should be ordered via our dedicated email address:

[fv.kinneilprescriptions@nhs.scot](mailto:fv.kinneilprescriptions@nhs.scot)

**OR**

Via your chosen local community pharmacy

**OR**

By post to Kinneil Medical Practice, Health Centre, Dean Road, Bo'ness, EH51 0DQ

**Please note:** We do not accept requests for Repeat or Special Request Prescriptions by telephone or in person at our Reception desk. This prevents dangerous errors being made and leaves the telephone lines and Reception free for urgent matters.

- Please remember to order your prescriptions at least three full working days, preferably one week, prior to your medication running out
- Prescriptions take 72 hours (3 full working days) to process
- Patients who request their prescription be sent to a local pharmacy should check with the relevant pharmacy for an indication of their processing timescale
- Clinicians at the Practice regularly review the medication you are taking. The Practice may sometimes call you in for a review. It is very important that you attend your review, as it keeps you safe whilst taking medication. Please remember to check with the clinician or a member of the admin team that your medication has been ordered for you after you have attended for review
- If you forget to obtain a prescription for repeat medication and run out of important medicines, you may be able to get help for your usual pharmacy. Under the Urgent Provision of Repeat Medication Service, pharmacists may be able to supply you with the medication you need. If you receive stoma or continence products from your pharmacy or other supplier, please ensure you have sufficient supplies as you may find difficulty in obtaining these items over public holidays or when we are closed