

From 1st August there will be some changes to the way that written prescriptions are processed at Acorn House. This is to remain in line with best practice prescribing guidelines.

From 1st August the new procedure will be as follows:

1. FIRST request your written prescription from the veterinary practice in the usual way (ideally using the online form at <https://www.acornhousevets.co.uk/contact-us/repeat-prescriptions/> or by telephone if preferred). You will need to state:
 - a. The name of the medication you require
 - b. The dose of the medication that you are giving
 - c. The quantity of the medication that you require
2. Our vets will then review your pet's records and issue the written prescription in line with the usual guidelines.
3. You will then receive an e-mail from the veterinary practice to state the name, dose and amount of medication that the vet has prescribed and repeats.
4. Then order the medication you require from the pharmacy of your choice according to the e-mail. You will receive a purchase order number from the pharmacy.
5. Please send us the following information:
 - a. The name of the pharmacy that you have ordered the medication from
 - b. The email address of the pharmacy
 - c. The purchase order number from the pharmacy
6. Rather than asking you to collect the prescription from the practice, or emailing the prescription back to you, our team will send the prescription directly to the pharmacy that you have ordered from.
7. The pharmacy will then complete your order and dispense your medication directly to you.

Please be aware that pharmacies cannot accept email copies for prescriptions of controlled drugs. Prescriptions for controlled drugs (common examples include phenobarbital and gabapentin) will be posted to the pharmacy instead. Please allow sufficient time for the prescription to reach the pharmacy and be aware that the practice will charge a small additional fee to cover this postage (£1.80).