What are the Chiddingfold Dispensary opening times?

Chiddingfold Dispensary is open from 08.15 – 18.00 hrs Monday – Thursday and 08.15 – 17.00 hrs Friday. Closed Bank Holidays.

Once a month, the dispensary and surgery are closed for an afternoon for staff training between 12.30 – 16.00hrs. The day varies from month to month but the date is advertised on the door.

What are the Dunsfold opening times?

Dunsfold is open from 08.30 – 12.00 hrs on Monday, Wednesday & Friday.

How do I order a repeat of my prescription?

There are 3 ways:

- E mail via www.chiddsurg.co.uk and click on repeat prescriptions
- Fax on 01428 685780
- Post your repeat list in the secure box marked prescriptions to the left of the main surgery doors. Dunsfold patients who wish to hand deliver can use the letter box on the front door of the Dunsfold Surgery.

Can I order a repeat prescription over the telephone?

We cannot take any requests for medication over the phone.

How long do repeat prescription requests take to be processed?

Please give a minimum of TWO WORKING DAYS for repeat prescriptions to be processed (e.g. if you request your prescription on a Friday, it will be ready for collection on Tuesday at the earliest). During busy periods e.g. Christmas and Easter, please allow longer.

What do I do if I want to collect my prescription from Dunsfold?

Mark clearly on your repeat request, email or fax that you wish to collect your medication from Dunsfold.
How early can I reorder my medication?

We are happy to accept requests up to a week in advance but if you need your medication earlier than this you will need to give a reason in writing.

What happens if the medication I require is not on my repeat list?

Clearly state the name of the medication, strength needed and who initially prescribed it i.e. hospital and your doctor will review your requirements. If there are any queries, a member of the team will call and let you know.

Can anyone else collect my medication for me?

We are happy for a family member or representative to collect medication but they will be asked for identification to confirm who they are and who they are collecting for.

Am I a dispensing patient?

If you live over one mile from a chemist you are able to be a dispensing patient.

What happens if the doctor prescribes medication after a consultation (dispensing patients only)?

It is important that when you come out of the doctor’s room you let the dispensary know that you are waiting for medication and then they can get it ready for you.

How can we pay for our medication?

We accept cash, cheque and credit/debit cards. For transaction under £10 via a debit or credit card a surcharge of 50p will be made. We are unable to accept debit / credit cards at Dunsfold.

Can I get extra medication if I am on holiday?

You will need to write on your request that you need extra medication to last while you are on holiday, so the doctor can make a note of this. Please leave an extra day before collecting.

Why do my tablets sometimes come in different packs?

We try and order the same brand of tablets but sometimes if they are unavailable another brand is dispensed instead. The active ingredient is the same but the colour, shape and size may vary. If you are concerned, please do not hesitate to contact us.

What happens if my review of overdue?

You may be asked to see a doctor before your prescription is issued but if this is the case, a member of the team will let you know.

What happens when I collect my prescription?

You will be asked your name and address or that of the person you are collecting for. If under 16 or over 60 nothing else is required. If you have an exemption of any sort, you will be asked to fill the back of the prescription in, date, sign and show proof of exemption. If you have none of the above, you will be charged per item on the prescription and again asked to fill in your details and amount paid on the reverse.