

Appliances Prescription Process

Initial assessment of appliance needs undertaken following referral to an authorised NHS specialist clinician

Supply method is confirmed with patient through informed discussion with specialist clinician
Initial request is then made by patients' clinician direct to the chosen dispenser for urgent supply of appliances
Initial requests should be followed up in writing by the clinician to the practice within suitable time frame for example **72 hours** of the request.
Practices can expect to receive a prescription request from the dispenser within **48 hours** of processing



Repeat requests of appliances

All subsequent requests should be made by the patient, patients' carer or their specialist clinician direct to the Patients' GP Practice.
Requests should meet **one month** supply of appliances
Once authorised the prescription can be sent directly to the **patients' chosen dispenser** to supply



Considerations

Practices should ensure patients are made aware of the **process of requesting** their repeat prescriptions for their appliances
There may be **exceptional circumstances** where some patients are unable to make their appliances request direct to the practice and may need to continue requesting via their dispenser
These should be considered on an **individual basis**