

HOW TO SET UP SCRIPT DIRECT APP



From August 2025 we will be using our new Script Direct App. This allows patients to re order the exact medication they want each month, with just one click. It means your order will be right first time, every time.

Every patient of every surgery in Swansea is eligible to sign up, both existing and new.

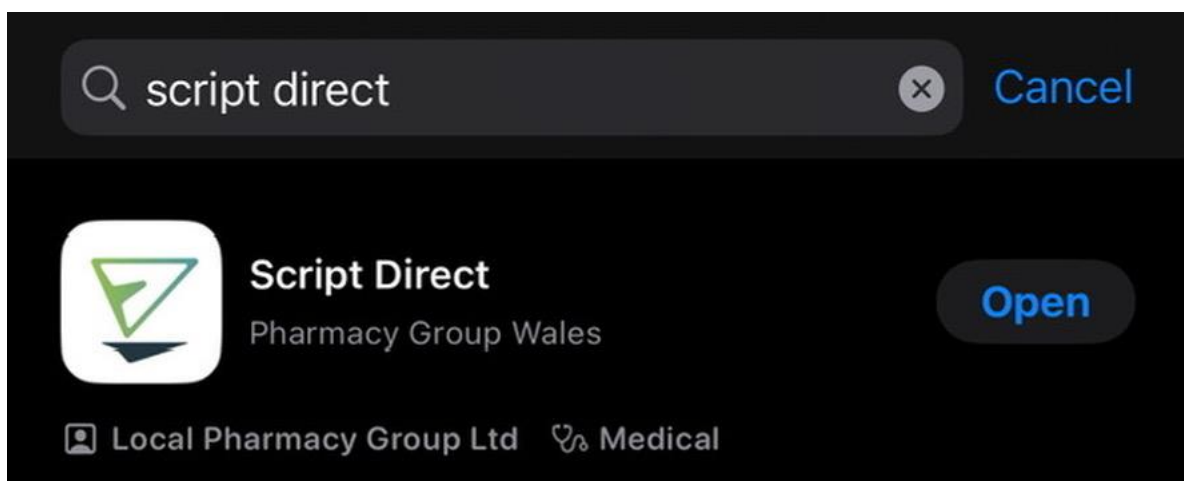
For our existing patients, it's really important you set up this app and re order so you receive your medication next month. If you struggle using an app, don't worry! We can also manage your repeat prescription from the pharmacy so its not essential for those who can't use an app, but you need to ask us. Also, if you can use the app but just need assistance with any of the steps below, just call us or pop into the pharmacy and we be happy to help.

Every patient in Swansea can use the Script Direct service, to have their NHS prescription delivered like other online shopping, in the Royal Mail, for free. It's by far the most convenient way to receive repeat medication. Just order what you want, when you want it, with just one click. Its then delivered to your door, just like an Amazon delivery or any other online shopping.

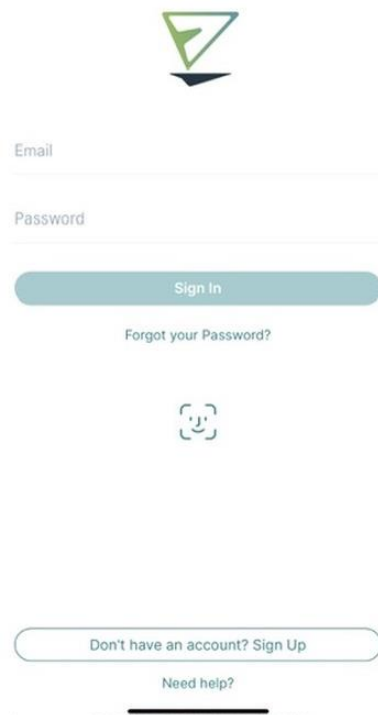
You can also collect from our pharmacy at Penlan in Swansea if you'd prefer.

Its easy to set up and takes a few minutes on any phone or tablet:

STEP 1: Go to App Store or Google Play Store on mobile phone and search for 'Script Direct'

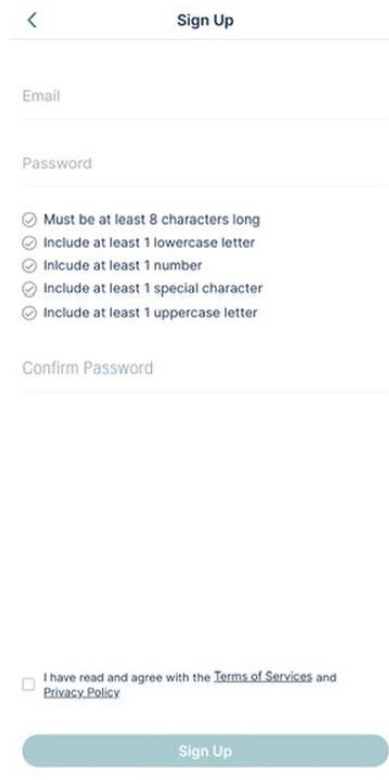


Step 2: Once downloaded open the app and click “Don’t have an account? Sign Up”



The image shows a mobile app's sign-in screen. At the top is a logo consisting of a green triangle with a white 'P' inside. Below the logo are two input fields: 'Email' and 'Password'. A teal 'Sign In' button is centered below the password field. Below the button is a link that says 'Forgot your Password?'. At the bottom, there is a 'Don't have an account? Sign Up' button and a 'Need help?' link. A black horizontal line is at the very bottom of the screen.

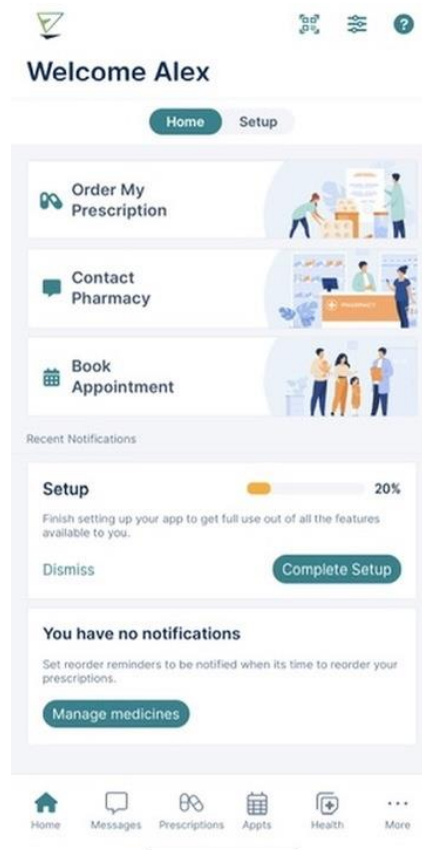
STEP 3: Enter your email address and create a password. It needs to have at least one uppercase letter, one lowercase, one number and one symbol. Tick the box to accept terms and conditions and then press “Sign Up”.



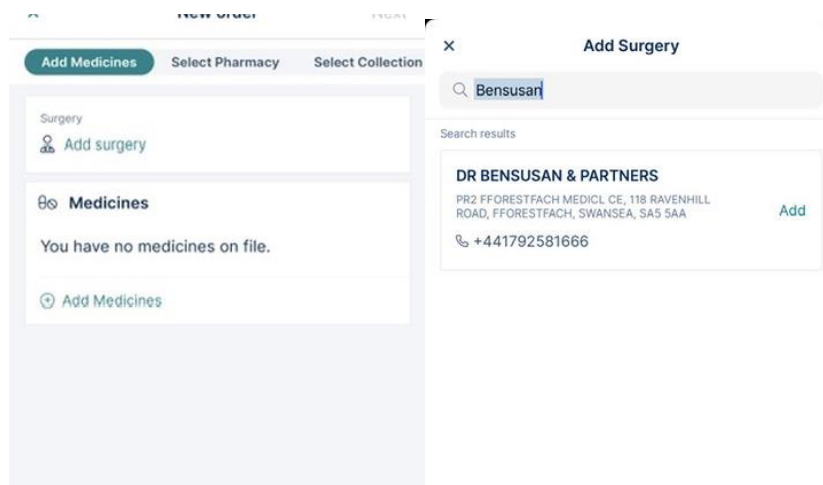
The image shows a mobile app's sign-up screen. At the top, there is a back arrow and the title 'Sign Up'. Below the title are two input fields: 'Email' and 'Password'. The password field has a list of requirements: 'Must be at least 8 characters long', 'Include at least 1 lowercase letter', 'Include at least 1 number', 'Include at least 1 special character', and 'Include at least 1 uppercase letter'. Below these is a 'Confirm Password' field. At the bottom, there is a checkbox with the text 'I have read and agree with the Terms of Services and Privacy Policy'. A teal 'Sign Up' button is at the bottom center. A black horizontal line is at the very bottom of the screen.

STEP 4: An email will be sent to the email address you provided- click the verification link or enter the code to the app.

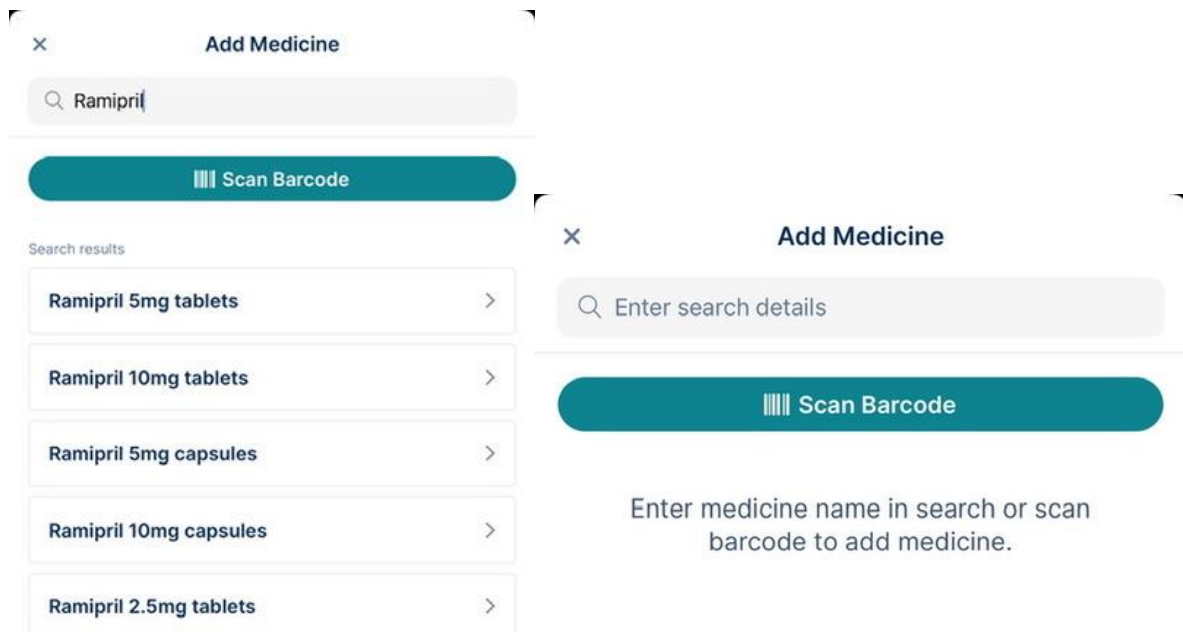
STEP 5: You can now open the app on your phone and should see the main screen. Click “Order My Prescription”



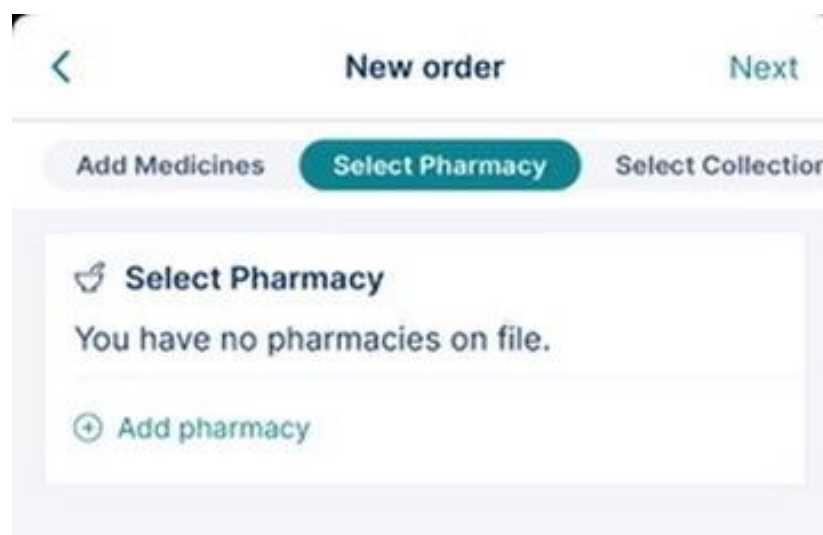
STEP 6: Click “Add Surgery”- when you start typing it will start to find your surgery from its database (N.B for Fforestfach Surgery in Swansea you need to either type Bensusan or Powell (now Sartori) because there are two practices on the same site).



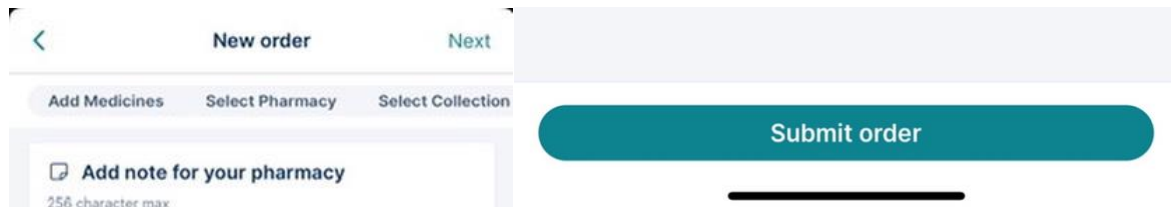
STEP 7: Add in the medicines you have on your repeat prescription. If you have a box to hand just scan the barcode, but you can also start typing the medication name and it will pull up that medication from its database. Set the reminder notification to either 28 days or 56 days so you never run out of medication. You can then reorder in one click each month and the order will be exactly the medication you want.



STEP 9: Select Script Direct to receive your prescription in the Royal Mail. You can also select Penlan Pharmacy if you'd prefer to come into store to collect.



Step 10: If you've chosen Script Direct, you can write a 'safe place' in the notes box, this will be used by Royal Mail if you're not in. You can also write any notes you want us to see here. Then just click 'Submit Order'.



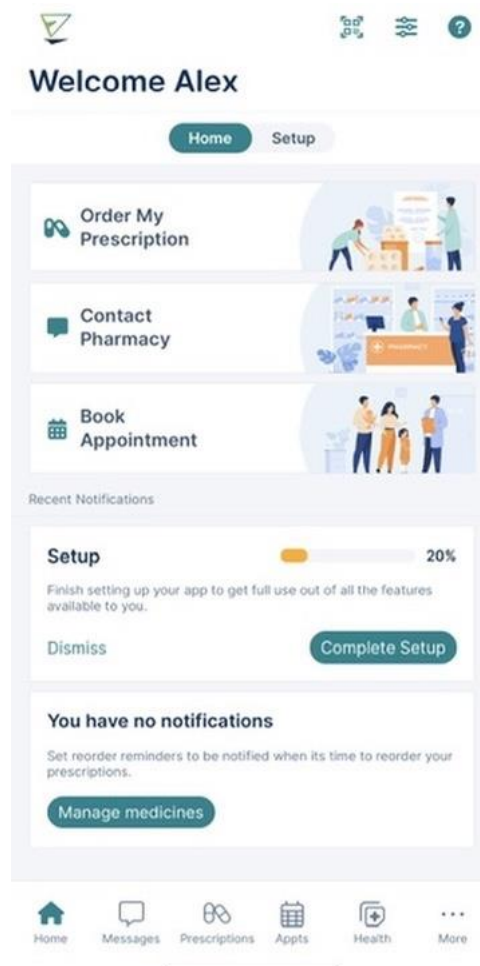
< New order Next

Add Medicines Select Pharmacy Select Collection

Add note for your pharmacy
256 character max.

Submit order

Your order is now submitted. The order is sent directly from the app to your surgery and we will start processing as soon as we receive it.



Remember:

- You can use the app to communicate with the pharmacy using the 'messenger' tab and ask us any questions about your order or medication generally- but remember we are only able to respond between 9am and 6pm Monday to Friday and for any medical emergencies you must NOT use this messenger.
- You can also book an appointment with one of our pharmacists for any NHS service by clicking "Book Appointment". For many minor conditions you don't need to wait to see a doctor. You can have a free NHS consultation with a pharmacist who can prescribe the medication you need straight away, You can leave with the medication you need at the same appointment, with no delay or fuss.
- We also offer a range of private services including weight loss medication, travel and other vaccinations, period delay and medical cannabis. All of these can be booked on the app.