

Common questions

Can I call back for my prescription?

Yes. If you let us know when you would like to collect your prescription, we will aim to have it ready for you when you come back. Please be aware that we only hold prescriptions for 28 days, due to limited space, so please do not leave it too late to collect.

Please let us know if you cannot come straight away to collect your prescription and we can see what we can do.

Can I have my prescription delivered?

No, we do not have a delivery service for prescriptions. If you are struggling to get in to collect your prescription, give us a call and we can see what options we have that are best for you.

Will my GP continue to prescribe this medication for me going forward?

This depends on what you have been prescribed. Generally, your GP will continue to prescribe your medication once it has been started in hospital. However, there are some items that might not be able to be prescribed by your GP. If you are unsure, please check with us when collecting your prescription.

Opening times & contact details

St Helens:

Monday – Friday, 08:30 – 17:15
Closed weekends and bank holidays

Whiston:

Monday – Friday, 09:00 - 18:00

Saturday, Sunday & Bank Holidays
09:00 - 16:00

Telephone numbers

St Helens:

01744 646 066*

Whiston

0151 430 1678*

*Both phone numbers have an automated message to direct you to the right member of staff to deal with your phone call.



Mersey and West Lancashire
Teaching Hospitals
NHS Trust

Your prescription

If you need this leaflet in a different language or accessible format please speak to a member of staff who can arrange it for you.

اگر به این بروشور به زبان دیگر یا در قالب دسترس پذیر نیاز دارید، لطفاً با یکی از کارکنان صحبت کنید تا آن را برای شما تهیه کند.

Jeśli niniejsza ulotka ma być dostępna w innym języku lub formie, proszę skontaktować się z członkiem personelu, który ją dla Państwa przygotowuje.

Dacă aveți nevoie de această broșură într-o altă limbă sau într-un format accesibil, vă rog să discutați cu un membru al personalului să se ocupe de acest lucru pentru dumneavoastră

如果您需要本传单的其他语言版本或无障碍格式，请联系工作人员为您安排。

إذا احتجت إلى هذه النشرة بلغة أخرى، أو بتنسيق يسهل الوصول إليه، يرجى التحدث إلى أحد الموظفين لترتيب ذلك لك.

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What to do when you are given your prescription?

You have just been to an appointment at the hospital or been to A&E and have been told a prescription has been written for you.

You may have been told that an electronic prescription has been created for you, or you have been given a paper prescription.

Please go to one of our hospital pharmacies even if you are not going to collect your prescription straight away.

This is so we can ask you the following questions to help ease the process of completing your prescription:

- What clinic you have been to for your appointment? (Please let us know if you are a haematology patient.)
- Are you pregnant or wanting to get pregnant? Or are you breastfeeding?
- Do you have any allergies?
- Are you going to wait for your prescription?
- Do you pay for your prescriptions?
- Can we take a mobile number to text you when your prescription is ready?

The steps to get your prescription ready

Step 1- Clinical check

This is where the pharmacist will check over your prescription to make sure it is safe for you to take.

Step 2 – Labelling

This is when the label for your medication is generated. This involves making sure that the directions on your label are correct and easy for you to understand.

Step 3 – Dispensing

This is when your label will get matched up with the medication that you are to take.

Step 4 – Final check

This is where everything is checked as a whole by another member of staff who will be making sure everything is correct and bagged up to be given to you.

Step 5 – Counselling

A trained member of staff will explain to you how to take your medication and give you the chance to ask any questions. If you prefer to do this in private, please let us know and we can use our counselling room.

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Can I get my prescriptions sent to my local pharmacy?

No. Your prescription can only be processed by the hospital pharmacy. This means that you can only get your prescription from our hospital sites (Whiston or St Helens). If one of our sites is more convenient for you, then let us know and we will try our best to organise this for you.

Did you know?

You can also tell your prescriber at your appointment which site you would like to collect from, if one hospital is easier than another.

Can I buy the medication I have been prescribed instead of waiting for my prescription?

Some medications can be bought from your local pharmacy or supermarket, and this may be cheaper for you than a prescription charge. Please ask when you are handing your prescription in, if you would like the pharmacist to direct you on how to do this and what to ask for.