

Ordering your repeat prescriptions online

We can now take orders for repeat medication online. If you have not used this service before please read the following carefully as it explains the process.

PLEASE NOTE

Appointment times listed **ARE NOT** collection times. They simply allow us to find your order on our diary. To avoid confusion all prescription order “appointments” are listed **between the hours of Midnight and 6am.**

- We will process your order on the day listed (not the time)
- Once available to collect you will receive a text message
- Your order will be held for 7 days before being returned to stock

Step 1

Select “I have read, understood and accepted the above terms and conditions”

Book An Appointment

Book your appointment online today

The screenshot shows a web form titled "Book An Appointment" with a sub-header "Book your appointment online today". The form is divided into four steps: "Appointment Info.", "Time Slot", "Pet Owner Details", and "Confirm". The current step is "Appointment Info.", which displays "Guidance for attending your appointment:". Below the heading, it states: "To keep everyone safe, please comply with the social distancing rules within our hospital:" followed by a bulleted list: "Remaining 2m apart", "Wear face masks", "Use hand sanitiser when entering and leaving the practice", and "If possible please use the remote payment options". A checkbox labeled "I have read, understood and accepted the above terms and conditions." is checked. A "Next >" button is visible on the right. At the bottom right, it says "Powered by Vetstoria". A footer note states: "Online booking is managed on our behalf by Vetstoria. Further details can be found in our [Terms and Conditions.](#)"

Step 2

Complete as below for repeat prescriptions

Book An Appointment

Book your appointment online today

The screenshot shows the "Book An Appointment" form at the "Appointment Info." step. The heading is "Choose the appointment type" with the instruction: "Please select the appointment type which will help us find the most suitable slots for you." There are four dropdown menus: "I am a returning client" (selected), "Dog", "Repeat prescription", and "Repeat Prescriptions" (selected). "Previous" and "Next >" buttons are at the bottom. The footer note is the same as in Step 1: "Online booking is managed on our behalf by Vetstoria. Further details can be found in our [Terms and Conditions.](#)"

Step 3

Please note the following and select “Next”

Book An Appointment

Book your appointment online today

Appointment Info | Time Slot | Pet Owner Details | Confirm

Important message about 'Repeat Prescription' Bookings

- You will now be offered a selection of time slots. Please note that these are purely informative but do not convey a precise collection time. **You will receive a text message when your order is available for collection.**
- When you arrive at the 'personal details' page, please use the 'Reason for appointment' field to enter your order details.
- It is important that you provide us with the following details:
 - Name of the medication
 - Strength of the medication (for ex. 200mg or 1mg/ml)
 - Frequency of administration (for ex. 1 tablet twice a day or 1ml once a day)

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Step 4

Select an “appointment time”

This is so we can find your order and is not a collection time. These appointments are shown as overnight to avoid confusion. We would suggest booking the next available slot however, you could book medication ahead.

We will process your order the date (not the time) that the appointment is made.

Book An Appointment

Book your appointment online today

Appointment Info | Time Slot | Pet Owner Details | Confirm

Choose a time slot

Change date

	Fri Oct 2	Sat Oct 3	Mon Oct 5	Tue Oct 6	Wed Oct 7	Thu Oct 8	Fri Oct 9
Repeat Prescriptions	-	-	-	-	-	-	-
00:15	-	-	-	-	-	-	-
00:45	-	-	-	-	-	-	-
01:15	-	-	-	-	-	-	-
02:10	-	-	-	-	-	-	-
02:35	-	-	-	-	-	-	-
03:10	-	-	-	-	-	-	-
03:55	-	-	-	-	-	-	-
04:10	-	-	-	-	-	-	-
04:55	-	-	-	-	-	-	-
05:55	-	-	-	-	-	-	-

Show all clinicians

Please call us directly on 01357 520251 for availability if you can't find an appointment at the time you want.

Previous | Next

Step 5

Enter your details, a mobile number we can contact you on and the drugs order at the bottom. Once completed select 'Next'

The screenshot shows a web form titled 'Pet Owner Details' with a progress bar at the top indicating the current step. The progress bar has four stages: 'Appointment Info.', 'Time Slot', 'Pet Owner Details' (highlighted), and 'Confirm'. The main content area displays the appointment date and time: 'Friday, 2 October 2020 00:00' with a note: 'Please note that your slot will be reserved after you complete the booking.' Below this, the form is organized into sections: 'Personal details' with sub-sections for 'Your contact details' (email: 'Reception@avondalevets.co.uk', phone: '07123456789'), 'Your name' (first name: 'Adam', last name: 'Smith'), and 'Your pet's details' (pet name: 'Rory', medication: 'Metacam 32ml 25kg dose ONCE daily'). At the bottom, there are 'Previous' and 'Next' buttons, and a small 'Powered by Vetstoria' logo.

Step 6

You will receive a confirmation screen. Once booked you will receive an order confirmation

Remember

- Your order will be processed the date – not the time listed.
- You will receive a text when your medication is ready
- It will be held for 7 days before being returned to stock.

Book An Appointment

Book your appointment online today

The screenshot shows a confirmation screen titled 'Appointment Booked'. The text reads: 'Your appointment is now booked and you will receive an email confirmation (please check your spam box if you do not receive the email within 5 minutes). Thank you for using our online booking service. You can safely close this browser window/tab now.' At the bottom right, there is a 'Powered by Vetstoria' logo. At the bottom center, there is a note: 'Online booking is managed on our behalf by Vetstoria. Further details can be found in our [Terms and Conditions](#).'