

Pharmacies - Frequently Asked Questions

Do you need a pharmacy?

Our service can provide you with information on pharmacy services in Wales, including how to access pharmacies, eligibility for free prescriptions and information on prescription charges. Simply call us on 0845 46 47 and speak to a Health Information Adviser.



How do I find a Pharmacy?

To find a pharmacy you can look through the Yellow Pages or contact NHS Direct Wales on 0845 46 47.

What can I expect from a Pharmacy?

Pharmacies are staffed by highly trained professionals with an understanding of medications, the service is available free of charge, you do not need to make an appointment. Apart from dispensing your prescription some Pharmacies will provide other services. You can pick up a leaflet from the Pharmacy explaining what services are available.

Can I get medical advice at my Pharmacy?

Your Pharmacist can discuss with you any symptoms you may have and advise you on appropriate medication.

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Will I have to pay for my prescription?

How can I claim my free prescription?

What is a Pre-Payment Certificate?

How much will it cost me to have my prescription dispensed?

How do I claim a refund if I've already paid for a prescription but I am entitled to free prescription?

Where can I get my prescription dispensed at weekends?

Can I use my prescription on the other side of Wales?

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Will I have to pay for my prescription?

If you fall into any of the following categories you will not be expected to pay for your prescriptions:

- Aged under 25 (in Wales)
- Aged 60 or over
- You are pregnant or have had a baby within the last year
- You are a war or MOD pensioner
- You have a Pre-payment Certificate
- You hold a HC2 or other exemption certificate
- You or a partner are receiving Income Support, Working Families Tax Credit, Disabled Person's Tax Credit or receiving Income Based Job Seeker's Allowance

You are suffering from one or more of the following conditions:

- A permanent fistula that requires continuous surgical dressing/an appliance
- Epilepsy for which continuous medication is needed
- Diabetes mellitus (unless treated by diet alone)
- Myxoedema or other conditions where thyroid hormone is necessary
- Diabetes insipidus or other forms of hypopituitarism
- Forms of hypoadrenalism for which specific substitution therapy is essential
- A continuing physical disability

How can I claim my free prescription?

To claim your free prescription you should read the directions on the back of the prescription form. You should tick the appropriate box that states your entitlement and sign the form before handing it into the Pharmacy. Pharmacists are required to check on individual's entitlements. You will be asked for some form of proof of your exemption.

What is a Pre-Payment Certificate?

A Pre-payment Certificate is a quarterly and annual one off payment for people who require regular medication. This can save money in the long run.

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How much will it cost me to have my prescription dispensed?

You will be charged for each individual item listed on your prescription. For further information on prescription charges your Pharmacist can advise you.

How do I claim a refund if I've already paid for a prescription but I am entitled to free prescriptions?

You will need to ask your pharmacist for the form FP57 that will include clear instructions on how to claim your money back. This should be done within 3 months but sometimes this can be extended with good cause.

Where can I get my prescription dispensed at weekends?

Most Pharmacies are open for all or part of Saturdays. Pharmacies are rostered open Sundays, Bank Holidays and evenings. Your local Pharmacy will have a notice in their window directing you to those pharmacies available during these periods, alternatively, contact NHS Direct Wales for information. Alternatively local newspapers will have details of those pharmacies open.

Can I use my prescription outside of Wales?

You can take your prescription to any pharmacist. If the items on the prescription are available they will be dispensed and you will be given or charged for the items in the usual way.

You may incur a cost for prescriptions outside of Wales. A pharmacist in England will apply those rules for prescription charges even though your prescription has been written and you are normally resident in Wales.

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