

# REPEAT PRESCRIPTIONS

## WHAT YOU NEED TO KNOW

**\*NB. For the safety of patients it is our policy that requests by telephone for repeat prescriptions are not accepted by practice staff, other than from recognised housebound patients.**

### **Electronic Prescribing Service (EPS)**

EPS enables prescriptions to be sent electronically from the GP to the dispenser of the patient's choice.

To use this service you need to nominate a pharmacy where you would like your prescription sent to. This could be somewhere local to where you work or shop, just call into the pharmacy and sign up to this service. You will still be required to have medication reviews with your GP, and have continued tests appropriate for your medication.

### **Synchronising your prescriptions:**

If your medications run out at different times which require you to make separate requests for items, please speak to our Prescription Clerk or attach a note to your repeat prescription request outlining the problems. We will attempt to pull together your prescriptions to ensure they happen at the same time.

Your local pharmacist might also be able to help you with this.

## Requests for prescriptions

Prescriptions can be requested up to 2 weeks in advance.

Please allow **2 full working days** when ordering your medication.

Prescriptions ordered on a Friday may not be ready until Tuesday.

To ensure patient safety it may take up to **3 full working days** to process your request if:

- you ask for items that you have not had for some time
- you ask for medicines that are not on your repeat list
- your treatment has been altered recently by the hospital
- you are due to book a medicines review appointment
- you appear to be over or under using your medication.

**Holiday periods**, particularly at Christmas, New Year and Easter, can increase pressure on the repeat prescription service, not only for patients and the practice, but also for your local pharmacy. We advertise our holiday opening hours at clinics and on our website to help signpost patients on how best to access prescription services.

## Urgent requests for medication

Prescriptions will not be done instantly or on demand.

Unless the medication is clinically urgent you will be asked to return to collect your prescription, possibly on the same day after 5.30pm.

More information, including a list of clinically urgent medication has been identified by the partners and can be found in reception.

(These systems are monitored for misuse.)

## Hospital requests

### **Hospital Discharge**

On discharge you should normally receive 28 days supply of medication from the hospital pharmacy.

Changes of medication will be checked by the GP first, and if necessary a new prescription issued.

## **Out-patient Appointment**

You may be given an Out-patient Medicines Prescription Form for **non-urgent** medicine. Please bring the form to the surgery and allow **3 full working days** for it to be processed.

## **Review of Repeat Prescription Medication**

Each item has a review date decided by the doctor or nurse when your treatment is first prescribed, usually between 6 to 12 months.

As part of the review you may be asked to have a blood test, blood pressure check or may need to book an appointment. We ask that you respond promptly to our request to prevent delay on your next prescription order. These reviews are an important way:-

- To ensure that treatment dosage is correct.
- To ensure you are not experiencing any side effects.
- To find out whether you need any change of medication.

If the tests required are not completed the doctor may reduce the quantity of your medication or may not prescribe further medication until the tests have been done. This is to ensure patient safety and we would appreciate your co-operation and understanding.

## **Ordering methods**

### **Local Pharmacy**

To assist patients some local pharmacies offer a repeat prescription ordering and collection service. Some pharmacies also provide a weekday medicines home delivery service.

(Please speak to your pharmacy about repeat prescription services and methods for handling telephone requests).

For patients requiring repeat prescriptions local pharmacies offer an annual review to ensure patients understand their treatment and how best to take their medicines.

### **On-Line (Internet)**

The most efficient method for ordering repeat medication from the practice is by using our **on-line service**. You must first be registered by reception using acceptable identification documents and will need access to the internet. You then log-in to the provider network using your unique patient information, which you should keep secure.

- Please speak to reception to begin registering for this service.
- Wychbury Patients Participation Group volunteers offer patients help to understand how to access these services.

You can also use the same secure on-line service for booking appointments with the practice GP or Nurse of your choice.

### **Other Ordering Methods:-**

**Repeat Prescription slip.** Posted into boxes in reception areas.

**Order by fax on:-**           Wychbury - 01384 364490  
  Cradley Heath - 01384 367134

**Letter Post.** Request sent by normal post for:-

- collection of prescriptions from your chosen surgery, or
- with a stamped and addressed envelope for the return of your prescription (enclosed).

**NB. Allow extra time for postal requests, in the event of problems.**

### **Prescription Medicines - Telephone Enquiry Line**

Should you have a query about your medication we operate a prescription medicines enquiry line between 9am and 4pm, Monday to Friday.

**Telephone – 01384 322333** (When asked select **Option 2**).

You may be required to leave a voicemail message and we will try to respond within 4 hours.

Outside of practice opening hours contact:- **NHS Direct - dial 111**