



## PRESCRIPTION PROCESS

I hope that this short piece will explain our prescription administration process to help any patients on regular medication. However, please be aware that although it is your medication, it is the Doctor who is ultimately responsible for prescribing it and making sure that it is safe for you.

There are a few types of prescriptions – “acute (or current)” “repeat” and “repeat dispensing”.

Any of these can now be given as a traditional paper script or, as we prefer, electronically direct to the pharmacy of your choice. This method is far quicker and safer.

**ACUTE (OR CURRENT) PRESCRIPTIONS** are given when you see the doctor or nurse practitioner and they start you on a new medication or give you a “one off” course of medications such as an antibiotic.

These medications are not able to be viewed on your medication screen if you order on line through the website.

If your doctor decides to continue with this medication for longer than three months they will usually change the medication to a REPEAT.

**REPEAT PRESCRIPTIONS** are for medication that you are stable on and take regularly. These show on your medications screen on the website or are printed on the right hand side of your paper prescription.

Repeat medication can be re-ordered

- In person by filling in your repeat slip or filling one in at reception
- By dropping your slip into our prescription box in the lobby
- By using the online system – SystemOnline – provided by our clinical system provider  
- An application form is required for this and a form of photographic ID, please ask at reception

Unfortunately repeat prescriptions CANNOT be ordered over the phone because mistakes are made more easily made over the phone.

If we need you to have any routine tests, we will let you know in one of the following ways

- By adding a comment onto your electronic script
- By a written message from your doctor on your paper script
- By sending a note or ringing the pharmacy asking them to tell you
- By texting you
- By phoning you
- Or by writing you a letter

If you don't book in for the test we may have to refuse your medication request until you have. We don't like having to do this but the doctors have a Duty of Care to ensure your safety and tests are the best way of checking this.

We won't normally issue medication too early unless there is a good reason (that you have advised us about) such as going on holiday. Generally due to NHS rules, we only issue 28 days' worth of medication at a time.

If you pay for your prescriptions you can take out a Pre-Payment Certificate which helps to reduce the cost if you take regular medications throughout the year. Please ask at the Pharmacy or look on line for more information regarding this.

If you want more of a medication that you have not had for longer than six months we will have to check with the doctor that it is still needed or suitable for you.

The exception to this is Hay Fever medication.

**REPEAT DISPENSING PRESCRIPTIONS (RD/BATCHED)** This system of issuing medication is becoming increasingly popular as it means you need only order your medications every six months in most cases – as long as you are on regular, stable medication.

This system involves us producing a "batch" of (usually) six months prescriptions at once, which are sent to the pharmacy of your choice, all in one go. These scripts "sit" on their system, waiting to be pulled down each 28 days. You then just pop into the pharmacy when your medication runs out and you don't have to visit the surgery until you reach your last script. The pharmacy should advise you when you pick up your last issue so that you can contact us to order your next batch, or they again can do this on your behalf.

Some medications obviously are not suitable for Repeat Dispensing – Controlled Drugs cannot be batched and certain painkillers and eye drops that are not used continuously.

Hay fever medication that has been issued in the past however is a very good example of how RD can work for you. If you advise us when your symptoms begin we can issue you a 6 month batch to see you over the hay fever season. Again, please just ask about this facility.

Obviously like with all medication that is taken over a long period of time, you may well need to have blood pressure tests/blood tests or certain long term condition reviews to ensure your safe keeping and to ensure that your medication is still doing its job.

We have a system set up whereby when we are alerted that you are due a blood pressure check-up or blood test, we can get a letter sent out to you asking you to make a routine appointment. It may even be as simple as co-ordinating your annual tests with your birthday month so that you don't forget!!!

Many people needing blood pressure check-ups every six months can also send in their own readings from their own blood pressure monitor at home. It is usually sufficient to send us in your readings and then have an annual blood pressure check-up here along with your annual blood test.

Normally as long as you have had your annual reviews/tests it will mean that you will only need to order your scripts twice a year from us.

If you have any questions or queries please do not hesitate to ask at reception or give us a call and we will do our best to help.

Thank you.