

## **Hindon Surgery's Prescription Service for East Knoyle**

We are very pleased to be working with Wren's Shop in East Knoyle to provide a prescription request and collection service for patients registered with Hindon Surgery.

Instead of dropping off your prescription request at Hindon Surgery and then picking up the dispensed medication a couple of days later you can now do so at Wren's Shop.

### **What prescriptions are eligible?**

You can **order** any prescriptions.

However only the following can be **picked up** from East Knoyle:

- No prescription charge due (e.g. if you are over 60 or exempt from charges)
- Do not need to be stored in a fridge (e.g. insulin and some eye drops)
- Are not Controlled Drugs (e.g. morphine or temazepam)

ALL other items **HAVE** to be collected from the surgery.

### **Ordering a prescription**

Use the printed re-order sheet that accompanies any repeat prescription or write your request on a piece of paper with your name, date of birth, address, drug name, strength and quantity, or order on-line if registered for the web-based service and add a message to deliver to East Knoyle.

**Put written requests in an envelope** to preserve confidentiality.

Give this to a salesperson in the shop. They will ask you your name and put this in a prescription logbook kept with the prescription requests. They will also ask you if the request is for someone else and put this name in the book as well.

The prescription requests will be collected from Wren's shop twice a week on Mondays and Thursdays at about 12.45 p.m. by one of the staff from Hindon Surgery.

### **Collecting your dispensed medication**

When the prescription requests are collected the surgery staff member will bring out the dispensed medication ordered at the previous collection.

So an order placed on Monday morning will leave the shop that day at 12.45 p.m. and the medication will be available for collection from the shop after 12.45 p.m. on Thursday the same week.

Requests left after the Monday collection will go to the surgery on Thursday and the medicines will be in the shop for collection from the next Monday afternoon.

The dispensed medication will come in a sealed bag. Inside will be:

- The medicine(s)
- A new printed request slip

Please tell the salesperson who you are and whose medication you are collecting. They will hand over the bag and record this in the log book.

### **Dropping off requests or collecting prescriptions for someone else**

If you are having your requests dropped off by someone else or collected for you then you **MUST** give them written permission to do this.

There is a standard form for this available at the surgery or Wren's Shop.

Once completed with your signature and the name(s) of the person acting for you please return the form to Wren's Shop where it will be kept on file.

The person dropping off or collecting for you will need to tell the salesperson that your written permission is on file at the shop when they act for you.

### **Mistakes**

If there seems to be a mistake with the prescription please **contact the surgery**.

The shop staff are acting as our agents just to collect the prescription requests in their sealed envelopes, hand over the medication in sealed bags and record the transactions in the prescription log book.

They do not know what is in the envelopes or bags and cannot deal with any queries.

**To avoid mistakes we can only accept written (paper, fax, email or web) prescription orders.**

### **Other circumstances**

You can leave an order at the surgery to be sent to East Knoyle - write these instructions on the prescription request slip.

You can also leave an order at the shop to be collected from Hindon Surgery. Again make this clear on your order slip.

There will not be a collection on Bank Holidays, Christmas Day, Boxing Day and New Year's Day. This may mean that there is only one collection that week and you will need to order prescriptions sooner than usual to make sure you do not run out.

### **Comments**

Any comments on how to make this new service run better are very welcome. Please write to the surgery and let us know.