

Hindon Surgery Information on Repeat Prescriptions

This leaflet explains how we run our repeat prescription service. Please read it and keep it for future reference. We hope it helps you use the service efficiently and that it answers any questions you may have.

We are a dispensing practice. If you live more than a mile by road from a community pharmacist we can dispense your medicines as well as prescribe them. We dispense for most of our patients. The remaining patients live in Tisbury within a mile of the chemist.

We keep a large stock of standard medicines in the dispensary. However some items will need ordering from our wholesaler. These are usually those used by just a few patients.

We order from the wholesaler on a daily basis at 12 noon for delivery by 9 a.m. the next day.

When we give you a medicine that is intended for long-term use we usually give you a prescription for the first month of treatment and ask you to return before it runs out to check how things are going. If the medicine is suitable we then issue it on a repeat prescription.

We usually prescribe medicines in monthly quantities. This is regarded nationally as good practice and **reduces wastage** of medicines. Some medicines come in packets of three months (HRT or the contraceptive pill) but most come in packets of 28 or 30.

The computer will produce a prescription for the dispensary or chemist and a re-order slip. When you collect the medicine this slip will be with the prescription. The details of the prescription are also put on your computer record and if you are registered for the web ordering service you will see these on the repeat prescription screen.

We try and explain fully about all the medicines we prescribe to you, what they are for, common side effects, how to take them and when to return for a check-up. Sometimes the medicines may look different if we have been supplied by a different manufacturer. If the name is the same the medicine will do the same and be of the same quality.

The medicines will have an information leaflet with them inside the box. It is useful to read this for extra information.

If you haven't understood what we have told you, please let us know. Often this sort of consultation is ideal as a message or by telephone. We are happy to return your call (give us the contact number) and this saves you having to come back to the surgery and possibly wait a long time in the waiting room.

Ordering more of your regular medications

To **re-order** a further supply of the medicine tick the box next to that medicine's name on the re-order slips and return it to the surgery. You can also write additional orders or messages on this slip.

There is a green box at the reception front desk (window hatch from the waiting room) where you can put the slip face down. These boxes are emptied regularly by the staff.

The slip also gives the surgery Fax number 01747 820736 and you can make your order and fax it.

You can also order authorised repeat prescriptions (and make appointments) using a secure **web based system**. Ask to register at reception and the system will be explained to you. Those patients using this have found it very convenient (but you need internet access). You

can only order repeat medicines that have been authorised but there is a box you can write in to send a message if what you want isn't on the list or the medicine issue has been blocked (usually because you need a check-up but sometimes because you have had the check-up but the screen has not been re-authorised).

We can take orders by email but processing these takes longer than orders on the web. If you have any medicines on the repeat medication screen it is better to use the message line on that screen. If you have no repeat medication this screen won't appear and so an email to hindon.surgery@nhs.net is suitable. Please be aware this is not a secure email unless you are sending your email from an nhs.net address. The web system is secure.

To avoid waste only order those medicines you need and don't stock pile supplies at home.

We will always issue your prescription within 48 hours and usually much sooner. Urgent orders are done as quickly as possible.

The medicine then needs to be dispensed and this also takes time especially if we need to order the medicine from the wholesaler.

For Tisbury patients we need to get the prescription to Tisbury. For your convenience we post these prescriptions in one envelope once a day.

All this takes a little time, so please plan ahead especially when the post is slower at Christmas and Easter.

For patients who get their medicines from the Tisbury chemist, in an emergency they may dispense your medication whilst awaiting the prescription in the post but you must let the pharmacist know exactly what you are taking and of any recent changes.

Please do not telephone prescription orders:

Verbal orders have led to almost all of the prescription **errors** made by the surgery in the past ten years (wrong drug or wrong patient).

Verbal orders also take **far longer** and mean the telephone lines are engaged or the receptionist cannot deal with problems that do need to be handled verbally.

One of our key requirements for registration with the Care Quality Commission is to provide a safe service. Where a risk assessment has identified an unsafe practice we have to take measures to address this. We have identified telephone prescription ordering as unsafe and our actions to address this are:

- If you require a medicine that is not on your authorised repeat screen this should always be discussed with a doctor. The reception staff will either make you an appointment or suggest a time to ring back when your call can be put through to a GP.
- Any patients ringing to order medicines on their repeat screen will be asked to use one of the safe methods and your GP may write to you explaining why we are unable to take telephone orders.

Check-ups

We usually like to see patients on repeat prescriptions every six months (annually for some medicines).

Often this check-up also needs a blood test a few days **before** you see the GP or nurse.

Your prescription will have the reason for being on the medication and may have a reminder

when your check-up is due. Please read what is written on the medicine label and on your re-order slip.

When we need to see you we will often add an extra reminder but it helps us run more efficiently if you make an appointment without needing to be reminded. These reminders appear on the re-order slip on bold type. The text on this slip also has standard information like how to order a prescription or the dates of the annual 'flu clinics.

Monitoring high risk drugs (Warfarin, Methotrexate and Lithium)

These three drugs need regular monitoring with blood tests and check-ups and have booklets for this. Please bring the booklet with you to every consultation and whenever collecting more medication.

We monitor most patients with warfarin with a finger prick blood test and immediate advice on dose and next follow up by our nurses. Prescription bags with warfarin inside will have a yellow spot on the outside and the staff should ask to see your monitoring book whenever new medicines are collected.

Patients on methotrexate need a blood test every one or two months and the results written into the monitoring book. This should be shown to the receptionist every time a new prescription is collected and any outstanding test results written in the book.

Patients on Lithium (Priadel or Camcolit) need a blood test every three months and the results written into the monitoring book. This should be shown to the receptionist every time a new prescription is collected and any outstanding test results written in the book. Patients also need to see a GP every three months a few days after the blood test.

We are following national good practice to make sure we are prescribing and dispensing these potentially hazardous drugs safely.

Collecting Prescriptions

When collecting your medicines from the dispensary please know what you are collecting—sometimes the medicines will be in two or more bags and the receptionist will not know that they have to look for another bag unless you tell them (we store bags ready for collection alphabetically and so multiple bags should be together on the shelf but a double-check is useful).

When collecting your medicines (or doing so on behalf of someone else) you will be asked:

- For Proof of entitlement to free prescriptions (if applicable)
- To make an appointment for a blood test, see nurse or GP (if applicable)
- To look inside the bag to check what you have ordered is what we have dispensed and also to look at the repeat re-order slip for any messages about making a future appointment.

This adds a little time to the collection process but reduces the risk of errors and improves efficiency by making necessary appointments immediately.

Paying for prescriptions

If you pay for your prescriptions it is usually cheaper to buy a season ticket if you need more than three prescriptions every two months or 13 items a year. We have forms at reception.

If entitled to a free prescription you will have to tick the reason on the back of the script and sign

your name. You may need to add your National Insurance number.

All patients aged 16 years and younger and 60 years and older are entitled to free prescriptions. Between these ages you may be entitled to free prescriptions and the reasons are given on the back of the prescription. When picking up the medicines you will be asked to tick the appropriate box and produce proof of entitlement. If picking up for someone else we will ask for proof as well. You will be asked every time medicines are collected.

The common reasons for asking for a free prescription that should be paid for are:

- In receipt of benefits but not ones that have free prescriptions as part of the benefit
- Aged 16 – 19 but not in full time education
- College or University student who has not applied for free prescriptions (forms available in community pharmacies)
- Medical or Maternity exemption that has expired some of these need to be on treatment and maternity lasts a year after the birth)
- Pre-payment that has run out

Often obtaining free prescriptions when not entitled to them is a genuine mistake but it is fraud and may result in a report to the police.

Dispensary Hours

Monday	0800 - 1230	1345 - 1830
Tuesday	0800 - 1200	
Wednesday	0800 - 1230	1600 - 1830
Thursday	0800 - 1230	
Friday	0800 - 1230	1530 - 1830

Medicines can be collected at any time the surgery is open, however it is very helpful to do this when the dispensary is open so that the secretary (who is on her own on Thursday afternoon) isn't disturbed from her essential computer and other duties.

We are trying to reduce the number of visits patients make to the surgery. You can help with this by planning ahead so that if you need medicines and are coming to see a GP or nurse it helps to have requested the medicines before that appointment so you can collect them at the same time.

If you need medication urgently just contact the surgery. If we are open we will process urgent requests as quickly as possible. Out of hours your call will be transferred to NHS 111 who can contact Wiltshire Medical Services who have some emergency stock or can issue a prescription to get from the emergency chemist (they tell you who this is).

The surgery is open at lunchtimes to collect dispensed medication or drop off requests but it is unlikely any staff will be there who can dispense immediately.

It is also helpful to collect or order prescriptions before 6 pm as the last half hour of the day is used to tidy things away, close down systems and prepare for the next day.

Dispensary staff

Responsible GP:	Dr Craig-McFeely
Dispensers / nurses:	Min Teare RGN Stella Rhodes RGN
Dispenser / receptionist:	Jill Wing Victoria Beer

All dispensary staff have received additional training specifically to run a GP dispensary and are associate members of the Dispensing Doctors Association. The surgery participates in the direct enhanced service quality scheme for dispensing practices.

If there is any other information you would have found useful to have been in this leaflet, please let us know.