

Pemberley Surgery

Registration checklist

If you take regular medication, please ensure you have at least a month's supply before registering at Pemberley Surgery. This will allow the GP to formulate your repeat medication list on your computer records. Our clinical pharmacist may telephone you to discuss your current medication. Please also bring a list of your regular medications (repeat prescription list or printout from your current GP)

Due to the increased number of patients wishing to register with the practice we would appreciate it if you could return completed registration packs during the following times in order to reduce the queue at the reception desk:

8am – 8.30am, 12.30pm – 2pm, 5.30pm - 6.30pm

The registration process at Pemberley Surgery requires you to complete and return the following list of paperwork:

- Family doctor services registration form (GMS1 form)
- Communication with Pemberley Surgery
- New Patient Questionnaire (inc Alcohol Audit)
Under 16 year olds only – please supply
- Birth certificate copy
- Name of school or nursery (where child is of school/nursery age)
- Name(s), DOBs and contact details of person(s) with Parental Responsibility

Please see the list of information available to you on www.pemberleysurgery.co.uk

- Mutual patient & surgery responsibilities
- Your prescription explained – including repeat request timetable
- Patient information leaflet
- On-line services leaflet
- We Need your Help form (Sharing information between NHS organisations)
- Consent form (specific 3rd party)
- Resources for Carers

Practice and patient mutual responsibilities

- Appointments are made for one person to see a doctor at the allocated appointment time. Please don't bring anyone else with you to see the doctor unless they are supporting you during your consultation. Each patient should have their own appointment time to see the doctor.
- If you see the doctor with several problems, it may be necessary for the doctor to ask you to make a further appointment(s) to deal with all the problems.
- Patients arriving more than 9 minutes after the start time of their appointment time have missed that appointment, and will be asked to re-arrange the appointment. If it's urgent that you are seen that day an alternative appointment may be found in the 'emergency list' but won't necessarily be with the same doctor.
- If you no longer need a booked appointment please cancel the appointment as soon as possible so it can be allocated to another patient.
- Patients who make inappropriate use of the surgery's services may be removed from the list.
- The Practice aims to treat all patients and their representatives with respect and dignity.
- The Practice expects patients and their representatives to extend the same courtesy to all the staff.
- Patients who verbally or physically abuse any member of Practice staff will not be tolerated and any incident could result in removal from the list.
- Any comments or complaints should be directed to the Mrs Janet Griffin, Practice Manager.

Pemberley Surgery

Your Prescription Slip Explained

During your consultation, your doctor may decide that you need a course of medication. This could be a single short course or could be the start of long-term regular treatment. You will be given a prescription to take to the chemist, and this will have a tear-off slip containing information for you about the medication just issued. Alternatively you can 'nominate' a pharmacy for the doctor to send the prescription electronically. In this case you won't receive a prescription.

Your prescription will be one of the following:

A short course of treatment

This will be given to you for an "acute" condition, such as a simple infection, which would not be expected to continue. Your doctor will NOT repeat this course without seeing you first, and the tear-off slip will have 1/1 after the medication indicating that is a single issue.

The start of a long-term course of treatment

If your doctor has decided that your medical condition needs long-term regular medication he/she may need to check that the drugs are suitable for you by first giving you an initial short course of treatment. Again, this is a single course with 1/1 on your tear off slip; on completion you will need another consultation, so that your doctor can assess the treatment before either repeating the medication or trying an alternative medication.

Long-term regular medication

Once you and your doctor are satisfied that you have the correct dosage to control your symptoms and treat your condition, you will be issued with "repeat" medication. You may, for example be able to have six, eight week courses without having to consult your doctor again for the same treatment. This time your tear-off slip will show the number of authorised repeats against the name of your medication; for example 3/6 means that you have been issued with three repeat prescriptions and you are able to request three more before your doctor will need to review your treatment. This is the only type of treatment which may be given under the Repeat Prescription System.

Ordering your Medication

The Doctors have asked that all requests should be made in writing. You can bring the request into the surgery in person, or it can be posted to us marking the envelope 'prescription request'. Alternatively you can email the request to us by logging onto our website at www.pemberleysurgery.co.uk, (you can register for our on-line services by bringing photo & address ID to the surgery & receiving a username & password) or send the request to us by fax 01234 349246.

The staff are authorised to deal with routine repeat prescription requests and will endeavour to have a signed prescription ready for collection by you or the chemist within two working days – 48 hours. Please note that the staff that process your prescriptions do not work on Saturday, Sunday or Bank Holidays.

e.g. prescriptions requested **before 10am on Thursday** should be ready after **10am the following Monday**; prescriptions requested **after 10am on Tuesday** should be ready **after 10am on Friday**.

Electronic Prescriptions

The surgery now has the option to prescribe your medication electronically. The request process remains the same, but instead of the surgery producing a prescription for collection, the prescription is sent electronically to your chosen pharmacy. If you require your prescriptions to be sent electronically, please tell us which pharmacy you wish to use. Electronic prescribing is a safe & secure form of prescribing as no paperwork is produced, other than by the pharmacy. The pharmacy will be able to issue you with the prescription counterfoil as usual.

Whilst we will always try to have the prescription ready in two working days, we find that occasionally we are unable to process your request. When we look into why we haven't been able to do so, we usually find:

1. The request is for medication that hasn't been authorised for repeating
2. The number of authorised repeats has been issued, and your doctor needs to consider whether it is appropriate to re-authorise the medication or whether you need to have blood tests, blood pressure checks etc before more can be issued.
3. The slip has been altered to show either a larger quantity or different dose. Once again, the doctor needs to check if the request is appropriate. The doctors are required to follow strict guidelines relating to the amount of repeat medication issued – normally a maximum of two months.

So – before putting in your request, please check that:

- ✓ You haven't altered the amount agreed
- ✓ You are handing in your most recent repeat prescription slip
- ✓ The slip indicates that the medication can be repeated (eg 1/6)
- ✓ That you have not already used up the agreed number of repeats (eg not 6/6)
- ✓ If you have used up the agreed number of repeats i.e. 6/6 you will need to make an appointment to see your doctor for your medication to be reviewed.

Otherwise, we cannot guarantee that your prescription will be ready within two working days.

Thank you for taking the time to read this information sheet. I do hope it helps you to understand why it sometimes appears that we haven't been able to satisfy your request.