

CROWN HEIGHTS MEDICAL CENTRE

REPEAT PRESCRIPTIONS

The Surgery processes over 35,000 repeat prescription items per month, making it one of the major tasks undertaken each and every day. The most effective way to manage REPEAT PRESCRIPTIONS is to use our ONLINE PRESCRIPTION REQUEST SERVICE and to have your prescription “delivered” to your pharmacy electronically.

WAYS TO REQUEST REPEAT PRESCRIPTIONS

1. Use either the NHS App or Patient Access. If you require assistance please ask our Reception team.
2. Using the 'White Part' of your Prescription – tick the items required then put the white form in the post box on the reception desk at the surgery.
3. Obtain a White Request Form from reception, fill in the form and place it in the post box on the reception desk.
4. You can send your request to us by post. If you want us to post it back please enclose a stamped address envelope.
5. Let your Pharmacy manage your order, and they will order from us.

Please allow five full working days for your request to be processed.

If you have a request to do something e.g. arrange a blood test from your GP either typed on the right hand side of your prescription or a note attached to your prescription, then please ensure that you carry out the task **before submitting your next request.**

Failure to do so will result in a delay in processing your request and may also result in a reduction in the number of tablets issued to you. This is for your own safety.

URGENT REQUESTS FOR MEDICATION

We regularly receive 15-20 requests per day where our patients are running out of their medication, the majority of which are non-urgent medications (see below). As a result our GPs are spending the equivalent of 10 appointments per day reviewing and authorising medication whilst our Receptionists spend valuable time keeping a watching brief on where the prescription is to enable the patient to collect on the same day.

With a little bit of forward planning these prescriptions could be ordered in advance and be dropped efficiently into the prescription process making more time available for GPs to see patients.

As a result same day urgent prescription requests will be strictly limited to the following medications, and patients will not be able to access an urgent prescription more than once. You can of course ask your Pharmacist for an urgent prescription which they can dispense without a prescription being signed by your GP.

- Asthma and COPD reliever inhalers
- Anticoagulation
- Insulin, and associated products and other antidiabetic medications
- Antiepileptics
- GTN spray
- Long term steroids & Immune suppressants
- Antipsychotics
- Anti-arrhythmic's
- Palliative care patients medications
- Long term antibiotics
- EpiPen

- Infant formula

Requests for urgent medications **should be made before 12:00pm and will not be available for collection until 6:00pm.** If you require your usual medication as an emergency and it is not possible to get a doctor's prescription in time, it may be possible to obtain a supply from the chemist.

MEDICATION REVIEWS

These are required periodically to possibly alter medication after reviewing the patient's condition. Consequently, a doctor will request to see you periodically for a review or blood test depending upon the medication concerned.

Your GP may wish to change your medication but will always contact you before making any alterations. This is normally done by telephone, so please respond promptly to avoid any delay in obtaining your medication.

WHEN AND HOW TO COLLECT REPEAT PRESCRIPTIONS

Currently, the most effective way to **manage prescriptions** is by the use of the **Electronic Prescribing Service (EPS)**.

1. Once we have approved your repeat prescription, the EPS system sends it electronically to your nominated pharmacy. You choose the nominated pharmacy and **inform the surgery or the pharmacy**, and they arrange the linkup between the GP and the Pharmacy system. You are able to amend your nominated pharmacy at any time. (This is not an internet system that is accessible to patients).
2. You can choose to collect your prescription personally from reception.
3. Each of the local chemists has arrangements in place to physically collect your prescription from the surgery and prepare it for dispensing. If you wish to use this service please let us, or your chosen chemist, know.

Please allow five working days from the time of your order, for your prescription to reach the chemist.

GENERIC PRESCRIBING

We keep the medicines we prescribe under constant review.

This is for clinical reasons and because there is often a quite large cost difference between medicines that do the same job. Some particular brands may appear to have some slight advantage over others, but if the difference is very small, we will endeavour to use the cheaper one. This means that the NHS can put the savings made into other areas of patient care. To this end we often prescribe medicine by a "chemical" name rather than its brand name. For example ibuprofen rather than Nurofen, Omeprazole rather than Losec, Fluoxetine rather than Prozac.

PREPAYMENT CERTIFICATES

If you have to pay for your prescriptions and take medication regularly you might be able to save money by purchasing a **Prescription Prepayment Certificate**. An NHS body, the Prescription Pricing Authority, is responsible for issuing these certificates. Please contact:

NHS Help with Health Costs
PPC Issue Office
PO Box 854
Newcastle upon Tyne
NE99 2DE

Or access online via NHS Choices, or pick up details at your local pharmacy.