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ORDERING REPEAT PRESCRIPTIONS

Information for Patients

How do I request a new prescription for my repeat medication?

- If you are a new patient to the practice, you will need to see the GP for your first prescription. He/she will arrange for your medication to go onto the computer records as a 'repeat' item, which means subsequent prescriptions can be issued without you being seen time and time again.
- When you need more medicine/tablets, you can order them using the repeat request slip. This is the 'tear off slip' that comes with your last prescription. It will have a list of all your medicines printed on it. If you lose this slip, you will need to write your request down, including your name, address and the medicines you require.

Should I tick all the items on my repeat request slip?

- Please tick **ONLY** the items you need for that request. You do not need to order everything every time if you have enough. It is not a good idea to store lots of medicines at home as they will often be wasted, for example if your medication should change.

What do I do with the request slip in order to get my medicines?

You can do one of the following:-

- ✓ Visit the surgery and drop the request slip off at reception. We need **TWO WORKING DAYS** to generate a repeat prescription. Please ensure you have enough medicines to take into account weekends and bank holidays.
- ✓ Post the slip to us at the surgery – if you enclose a stamped addressed envelope we will return it to you. However, please remember we have no control over the delivery of post – try and allow at least a full week to get your prescription back to you.
- ✓ Take your slip to the Pharmacy in Painswick. The pharmacist will arrange for the slip to be brought to the surgery.
- ✓ Email your request to us either via the surgery website (www.painswicksurgery.nhs.uk) OR direct to reception: Enquiries@gp-L84025.nhs.uk

We regret we CANNOT take requests for medication over the telephone.

In every case, please let us know whether you would like to collect your medicines directly from the pharmacy in Painswick, OR whether you would prefer to collect your prescription from the surgery – this will mean taking the signed prescription to a pharmacy of your choice to have the medicines dispensed.

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If I order an item by mistake, can I return it to the pharmacy?

- Medicines that you no longer require, or that you have ordered in error, may be returned to the pharmacy. However, they CANNOT be returned to stock and used by another patient. The pharmacist will have to destroy them – even if the package has not been opened.

What if I have items on my slip that I no longer take?

- Please let the reception team know when you order your medicines, or inform the doctor when you next attend for an appointment. This will ensure the medicine/tablet is removed from your list and will stop accidental ordering and thus reduce wastage.

Why are some medicines NOT added to the repeat request slip?

- Some medicines are unsuitable to be added to the repeat slip. For example, they may only be required for a short period of time, i.e. antibiotics, or they may only be needed now and again.
- Your doctor may need to see you more often if you have been started on a new medicine to check that it is working and that there are no side effects. The doctor can then decide when or if you are able to have the medicine on a regular basis. If you should have any questions about your medication, please check with your doctor, or ask the reception team to ask the doctor for you.

What should I do if I am going on holiday?

- If you are going away and your medicines are likely to run out while you are on vacation, please include a short note with your repeat request slip. This will help the reception team to avoid delays and confusion.
- If you should need a larger quantity of medication because you are away for a number of weeks, please let the reception team know. Please note however, we are only able to prescribe a maximum of 3 months' medication in these circumstances.

What should I do if my medicines are changed in hospital?

- In normal circumstances, the surgery should receive a discharge notification from the hospital within a few days of your leaving hospital. This should include details of any medication you have been prescribed. However, if you have been given a new medicine by the hospital, and need some more, please include a short note with your request. We can then double check this information with the discharge letter and ensure your repeat list is up to date.

What do I do with medicines I no longer take?

- Any medicine you no longer need should be returned to the pharmacy for safe destruction.
- Unwanted medicines/tablets should not be stored at home and should not be given to anyone else.

It is estimated that 10% of prescribed medicines are wasted each year. In Gloucestershire this amounts to roughly £8 million from our total health budget. Please help us to reduce wastage.

If you have any questions with regard to repeat prescribing, please contact Nicola, the Practice Manager, who will be happy to answer your queries.