

What is a Repeat Prescription?

It is a prescription you can get without having to see your Doctor but first of all, your Doctor will decide whether it is safe for you to have this medication regularly without being seen.

There will be a limit to the number of issues after which your Doctor will want to see you to review your treatment.

How do I order a Repeat Prescription?

- Put your request in allowing two to three working days.
- Use your request slip to order your prescription. This will list all the medicines your Doctor has approved to be on repeat
- If you do not have a request slip ask reception to print a request slip off and complete your prescription order.
- **It is important that you indicate clearly which medications you wish to re-order. Please indicate with a 'tick' those you require, with a 'X' those you do not. Please leave no blanks, this will avoid confusion.**
- You may submit your request either by:
 - Request slip
 - Post
 - Fax
 - E-mail
 - Pharmacy service

Please remember:

- We do **NOT** take prescription requests by telephone
- You cannot collect your prescription from the practice at weekends as we are closed.
- Only order medicines you need
- One off (known as "acute") medicines e.g. an antibiotic course cannot be ordered using the repeat prescription ordering system, however, please be aware that this may take over 48 hours if

Nearly £1million of unwanted medicines per year are thrown away in this area alone.
So please, only order what you need.

Be responsible with your medicines

- Do not take other medicines without checking with your Doctor or Pharmacist. They may interfere with your regular medicines and cause you harm.
- Know the names of your medicines and what they are used for.
- Return unused, unwanted and out-of-date medicines to your Pharmacist for safe disposal.
- If you stop taking a prescribed medicines for any reason, you must tell your Doctor.
- Have a regular Medication Review. Generally this is every 12 months but if you are over 70 years old on four or more medicines, you should have a review every six months.

Ordering Appliances or Special Feeds

These specialised products can be delivered directly to you by the manufacturer.

Appliance contractors or specialised feed manufacturers can request a prescription on your behalf but YOU need to arrange it.

What happens to the request slip?

1. Requests are processed by a designated person in reception.
2. The request is checked to see if it is due, including an over use or under use check.
3. If it is due, the prescription is generated and set aside for your Doctor to sign.
4. If it is not due, it will be set aside until it is due or will be forwarded to your Doctor as a query.
5. Prescriptions and queries are passed to your Doctor to check before signing. This takes time and will be attended to **AFTER** surgery.
6. Once signed, the prescriptions are sorted and filed in alphabetical order ready for collection.

When will my prescription be ready?

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- We require **two working days** to have your prescription ready if you are going to collect from the surgery.
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- The "working days" are when the surgery is open: Monday to Friday
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- If you are asking the surgery to return it in a stamped addressed envelope, you will have to allow extra time for the post.
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- Any change of medication on discharge from hospital may take longer, so please allow for this and ensure you have enough medication.
- The following table is a rough guide to when your prescription will be ready:

Day prescription is ordered (before 12.00noon)	Day prescription will be ready for collection
MONDAY	WEDNESDAY
TUESDAY	THURSDAY
WEDNESDAY	FRIDAY
THURSDAY	Following MONDAY
FRIDAY	Following TUESDAY

If you leave your prescription for processing after 12 noon please be aware that this may require an extra working day to the above guidelines

If you want your prescription to go to the Pharmacy (Chemist) **YOU** must ask the Pharmacy to collect it from the surgery. This however, may take longer for you to get your medicines so allow at least **three** working days.

Dalefield Surgery

*The Safe Way to
Order
Your Repeat
Prescriptions*

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