

NORTHLANDS WOOD PRACTICE

Patient Information Leaflet – Repeat Prescriptions

WHAT IS A REPEAT PRESCRIPTION?

If you are on regular, long term medication and the doctor decides that you can get another supply of your medication without being seen each time, they will tell you and designate your medication as a 'repeat'. For most patients the normal supply is for 2 months (although this may vary with the type of medicine and at the doctor's discretion).

HOW DO I GET MY PRESCRIPTION?

Your doctor will usually give you your first prescription and it will have **2 parts**:

- The **GREEN** side is the actual prescription which you give to the pharmacist to obtain your medication.
- The **WHITE** side is a list of drugs that can be issued as a repeat. When you need more medication please **mark only those items that you need** by ticking the box next to each item. Please do not tick items that you do not need.

Then take or send your white slip to the surgery. Please allow **48 working hours excluding weekends and Bank Holidays** before collection. Please make sure that you order your repeat medication in good time so that you do not run out. **Please do not stock pile medication.**

If you are unable to get to the surgery you may send in your prescription:

- via email to prescriptions@northlandswoodpractice.com (please be aware that emails have no guarantee of security)
- by post with a stamped addressed envelope so that it may be returned to you
- by **Fax on 01444 415960.**

Please be aware that practice staff are not permitted to take requests over the telephone except for patients who are registered with us as 'housebound'.

MAY I ASK THE PHARMACIST TO COLLECT MY PRESCRIPTION?

Yes. Many pharmacists run a prescription collection service from the Doctors Surgery. Please speak to your preferred pharmacist for information on the scheme. Please **mark clearly on your white slip** where you wish to collect your prescription from.

WHAT IF I'VE LOST MY WHITE SLIP?

Reception can give you a blank request form if you know the medication you require, or they can print you off another white slip if you are unsure of your medication. Please allow **48 working hours excluding weekends and Bank Holidays** before collection.

WHAT IF I NEED MY MEDICATION URGENTLY?

If you have run out of medication and have been told that you should not stop your

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medication without consulting a doctor, a prescription can be issued urgently. However, this will depend on a doctor being available to sign the prescription. **Therefore, please be patient with our staff as you may have to wait.**

If the surgery is closed your usual pharmacy may be able to dispense a small **Emergency Supply** of your medication until you are able to see your doctor. (They may make a charge for this service).

Also, if your review date is overdue but you are unable to see the doctor before you run out, then you may request a repeat prescription, provided you make an appointment to see your doctor within 2 weeks of the request. **Please keep these urgent requests to a minimum!**

WHEN WILL A MEDICATION NOT BE PUT ON REPEAT OR TAKEN OFF REPEAT PRESCRIPTION?

It is not always appropriate to put or to continue a medicine on repeat prescription. This may occur:

- If the medication is a short course of medicine for an acute problem
- Medications that are changing or not stable
- When a review is needed or overdue

HOW DO I GET MORE MEDICATION THAT THE HOSPITAL HAS RECOMMENDED?

If you have been to see a specialist, or been in hospital for any reason and your medication has changed, you should have been given up to 5 days supply of your new medication by the hospital. This will allow you plenty of time to notify us of any change.

If the hospital has given you a letter for the surgery please let us have this as soon as possible as it will contain the information we need to alter your repeat prescription.

If the specialist has said they will write to us please allow a few days for us to receive this information. Then please telephone to check that we have received it, before making your request for more medication in writing.

WHAT IF I CAN'T COLLECT MY PRESCRIPTION FROM THE PHARMACY?

You can elect a representative to collect your prescriptions from the Pharmacy. It is a good idea to telephone the Pharmacy to say that a named person will collect on your behalf. Prescriptions will not be handed to a child under 12 years of age.

The Pharmacy also have a delivery service for housebound patients who cannot get a relative, friend or neighbour to collect their prescription for them. On no account will prescriptions be posted through the patients letterbox. Prescriptions may be left with a friend or neighbour only with the express permission of the patient.

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KEY POINTS TO REMEMBER

1. Please allow 48 working hours excluding weekends and Bank Holidays to obtain your repeat prescription.
2. The usual amount supplied will be decided by your doctor. This will depend on the type of medication.
3. If you think you are getting side effects from your medication contact the surgery, as soon as possible.
4. Not all medication is suitable to be given as a repeat, this will be decided by your doctor.
5. **Only take the medication that your doctor has told you to take.**
6. Please only re-order medicines that you need. Stockpiling medicines may lead to waste if your medicines are changed or they go out of date.
7. Please tell your doctor if you wish to stop any medication. Some medication should not be stopped quickly.
8. Do not share your medication with anyone else, or take anyone else's medication. This could be harmful.
9. Always check instructions for storage. Store your medication properly, in a locked cupboard, in a cool dry place, out of reach of children. Some medication needs to be kept in the fridge.
10. Dispose of unused medication responsibly. Take it to your usual pharmacy. They will dispose of it safely. Do not flush down the sink, toilet or put in dustbin.