

## 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). We aim to process a Repeat Prescription within 48 hours of receipt.

### HOW DO I GET MY PRESCRIPTION?

- All prescription requests must be done in writing. We do NOT accept requests over the phone (Except if you are housebound).
- We have request slips in Reception where you can record the medication needed. You should clearly indicate where you would like your prescription to go. You can collect your prescription from the surgery or we can send your prescription electronically to a local Pharmacy.
- You can also request your medication through your pharmacy that will pass them to us. Please note if requesting through a pharmacy the 48 hours begins from the point we receive the request.
- If you have online access you can request medication via this.

### CAN I COLLECT MY REPEAT PRESCRIPTION FROM THE PHARMACY?

Most medication now goes via an electronic system called EPS. This electronically transfers a prescription over to a local Pharmacy for them to dispense. For this happen patients need to have nominated a pharmacy where they would like to collect their medication from. Alternatively you can request to collect your prescription from the surgery. You should clearly indicate on your request where you would like to collect your request from.

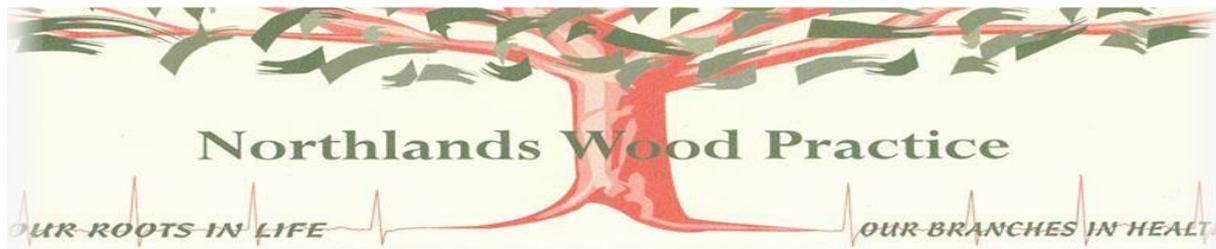
### WHAT IF I NEED MEDICATION URGENTLY?

If you have run out of medication and have been told that you should not stop taking medication without consulting a GP a prescription can be issued urgently. However this is dependent on a doctor being available. Therefore, please be patient with our staff as you may have to wait. We do not tolerate any abusive behaviour towards any members of our Team. If the surgery is closed please contact 111 who will be able to advise you further. Urgent Medication request should be kept 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 continue a medication on Repeat Prescription. This may occur

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



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

If you have been to see a specialist, or have been in hospital for any reason and your medication has been changed, you should be given up to 5 days' supply of your medication by the hospital. If the hospital has given you letters 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 the information. Once we have in writing the medication change we can adjust the Repeat Prescription.

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

You can elect a representative to collect a prescription from the pharmacy. It is a good idea to telephone the pharmacy to check their policy. Most pharmacies now have a delivery service for housebound patients who cannot get a friend, relative or neighbour to collect. Please check with your local Pharmacy for more details

### KEY POINTS TO REMEMBER

- Please allow 48 working hours excluding weekends and Bank Holidays to process your Repeat Prescription.
- The usual amount of medication supplied will be decided by the Doctor this will depend on the type of medication.
- If you think you are suffering with side effects from your medication please contact the practice as soon as possible to discuss with a Doctor,
- Not all medication is suitable to be given as a Repeat Medication, this will be decided by your Doctor
- **ONLY TAKE MEDICATION THAT YOUR DOCTOR HAS TOLD YOU TO TAKE**
- Please only re-order medicines that you need. Stockpiling medicines lead to waste if your prescription is changed or the medicines go out of date.
- Please tell your doctor if you wish to stop medication. Some medication should not be stopped quickly
- Do not share your medication with anyone else, or take anyone else's medication this could be harmful.
- Always check instructions for storage. Store your medication properly, in a locked cupboard, in a dry place, out of reach of children. Some medications need to be kept in the fridge.
- 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 out in dustbin.

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