

NORTON MEDICAL CENTRE



GUIDE TO ORDERING PRESCRIPTIONS

HOW TO ORDER PRESCRIPTIONS

There are numerous ways to order your prescription.

Please remember it does take two working days for a prescription to be processed and available.

1. On-line Ordering.

You can complete a form at Reception to be registered to order your prescriptions on-line.

This is by far the safest and quickest method of prescription ordering, and is available every day, even when the surgery is closed.

2. Ordering in the surgery

You can bring your prescription side-slip into the surgery, or complete one of the prescription order forms from Reception, and place this into the designated and confidential white prescription box within Reception.

3. Ordering by Post or via our letterboxes

You can post your prescription requests or put them in the letterboxes on either side of the Surgery if we are not open.

4. You can ask your dispensing Pharmacist if you can order via them.

Please remember to ask them to order only the medication that you need each month.

If you have any further questions regarding your prescription ordering please ask a member of the Practice Team

PRESCRIPTION TYPES

GP Surgery Prescriptions

There are three types of NHS Prescriptions available:

1. Acute Prescriptions

Acute medications are medications that have been issued by your GP but not added to your repeat prescription list. This could be for several reasons, for example: it is a new medication that the GP needs to monitor for a period of time to ensure that it is appropriate before adding to repeat; it is a short-term medication that should not be needed regularly; or it is a high-risk medication that the GP wants to monitor more closely, thus is not appropriate for repeat prescribing.

If you wish to order a medication that is not on your repeat list, you can put a request for this to your doctor using our usual ordering methods (which are adding a message online, via your chosen pharmacy if they offer this service or by paper request either handed into surgery or posted to us) however as it is not on your repeat there is no guarantee the doctor will issue this medication, or within the two full working day time frame; the decision to issue the medication is at your doctor's discretion, and he or she may not be happy to do so.

You are advised to ring the pharmacy to see if the prescription has been done and sent there or ourselves to check the response to your request after at least **two full working days**. We do endeavour to get your prescription to you as efficiently as possible, but safe prescribing of medication is essential.

- **Please note we cannot process requests for acute antibiotics, as they are needed for acute conditions that will need to be reviewed by the doctor**

2. Repeat Prescriptions

Repeat medication are the medications the doctor has clinically assessed as stable long-term medications, and therefore appropriate to be added to your **repeat medication list**; Medications on this list are available for yourself or a trusted representative to order, you will need to order your medication with enough time to ensure you do not run out.

Repeat prescription requests take **two full working days** to process. You are able to order medication up to a week in advance; we allow ordering up to a week early for convenience, but it should not be regularly ordered early; if you repeatedly order your medication a week prior to it being due this will cause you to have excess medication, so if we notice this is happening regularly we may post-date your prescription to the date it is due to prevent over-use and/or NHS wastage.

It is your responsibility to order your medication on time, the practice does not order on anyone's behalf.

If you are going on holiday, you can request your medication early, please see our FAQs.

- **Please also note we ask patients not to request repeat medication during a face to face or telephone consultation appointment as your clinician only has limited time during these consultations.**

3. Repeat Dispensing (RD) Prescriptions

Repeat dispensing is an NHS repeatable prescription; the practice will send a prescription of your repeat medication(s) with a **specific amount of issues**, this will allow the pharmacy you choose to issue this prescription more than once (as many times as specified).

Essentially it is the equivalent to sending multiple prescriptions to your pharmacy of choice for them to dispense at the appropriate intervals. This system is in place for long-term, stable medication so that you do not need to order it every month.

It is the GPs clinical decision that dictates what medication is appropriate for RD, if you think you may qualify and would like to go onto Repeat Dispensing, please query with the prescription team who will be able to ask the doctor for you.

Acute medications like pain killers, creams, etc. are not generally put onto RD.

- **When the pharmacy dispense the last issue from your RD prescription they should inform you that you will need to re-order it, using any of the usual methods.**

Hospital (or other external clinic) Medication

For the purpose of this booklet, we will refer to this medication type as “hospital medication” but please be aware this also includes other external clinics.

There are several different types of medication you can get from hospital, some of them can be prescribed by your GP and others must be obtained from the hospital pharmacy.

Some medications, known as **Red Drugs**, are **not appropriate for prescribing from your GP surgery** and you will need to obtain prescriptions for these from the hospital pharmacy that initiated your treatment, your consultant should make you aware if this is the case.

Some medications must be started by a specialist but can be transferred to your GP after a certain period of time or agreement between the two doctors. We will need to receive a letter from the consultant, and in some cases sign an agreement, to take over prescribing of these medications (known as Amber Drugs). Until this has been arranged you will need to continue receiving your medication from the hospital pharmacy.

Other medications which are recommended by a consultant the GP may be able to prescribe without a signed agreement, as long as we have the clinical information in writing. However it is worth noting that it can take several weeks (and in some cases months) for us to receive a letter from a consultant after you have your clinic appointment, as they are not usually typed and transferred to us immediately. Once we receive a letter, if appropriate, we will add the medication to your **repeat list** for you to order when needed. If you need to start a medication immediately, the hospital/consultant should provide the medication(s).

Prescriptions: Frequently Asked Questions

Q1. I have run out of my medication, can I have a prescription today?

A1. We require two full working days to safely process repeat prescription requests. If your prescription goes directly to your nominated pharmacy they normally require an additional working day before your items are ready for collection.

Prescriptions are processed in order of clinical priority or longest wait to ensure safety and fairness. Therefore the only medication we are able to issue same-day are those life dependant medications on our urgent medication list. However, as this pushes other patients' requests back in the queue, the frequency of such requests are monitored. Please be aware that staff are **not** authorised to prioritise requests for medications that are not included in the urgent medication list.

Q2. I need to order my medication early, can I do this?

A2. Repeat prescriptions can be ordered up to 5 working days before the due date. However, if you have a qualifying circumstance we will allow medication to be ordered and issued early, for instance if you are going away on holiday. You will need to specify what is needed early and why in order for us to process the request. For safety reasons the frequency of these requests will be monitored and your medication(s) next due date will be amended accordingly.

Q3. How else can I order my prescription?

A3. Many medications have similar sounding names and consequently many Practices no longer accept requests made by phone as it is deemed less safe. We would encourage all patients to consider the following alternative methods:

- At any time, conveniently, using online access. Please ask reception about how to sign up.
- By submitting your repeat slip into our post box outside the surgery or our repeat box within the surgery. If you do not have your repeat slip you can request a copy from Reception or complete a form available at the counter. Please note you must

provide the name, dose and frequency of your medication before placing an order.

- By enquiring with local pharmacies what services they offer.

Q5. I have been discharged from hospital, when can I have a prescription for my new medication?

A5. Hospitals are contractually obliged to provide at least a 7 day supply of medication upon discharge. The Hospital should inform us of any medication changes so we can update your medical record ahead of you needing to order any new medication that they wish us to continue. This normally takes around 3 working days at which point you will be able to order your next repeat prescription as normal. If we do not receive information from the hospital you will need to contact them to ask them to write to us before we are able to update your records.

Q6. The specialist has recommended I start new medication, when will my prescription be ready?

A6. As it is a recommendation, it is up to your GPs clinical decision if they want to prescribe any new medication(s). If the GP is agreeable we will ensure the medication is available to order within 14 days of receipt of clinic letter. If a medication is needed urgently, the hospital should provide you with a prescription. Please query this with the relevant department/clinic at the hospital.

Q7. Why can't the reception team deal with my prescription request?

A7. We have a dedicated prescription team who are qualified Pharmacy Technicians with trained support staff to safely manage medication requests. Therefore the authority to issue prescriptions has been removed from Reception and is now only available to the Prescription Team. This is to ensure that the process is as safe as possible.

Q8. I have requested medication that is not on my repeat list, will I get this medication?

A8. The Prescription Team can request acute medication on your behalf; however the person who signs a prescription is medically and legally responsible for prescribing that medication. It is therefore the decision of the individual prescriber as to whether they feel a patient needs a particular item and not the right of a patient to receive the medication they want.

PLEASE NOTE WE ARE NOT ABLE TO ACCEPT
PRESCRIPTION REQUESTS VIA TELEPHONE YOU MUST
USE ONE OF THE METHODS MENTIONED AT THE
BEGINNING OF THIS LEAFLET.