



Woodseats Medical Centre

Medication and Repeat Prescriptions

Don't be afraid to ask about medicines and tablets

- Share any questions or concerns about the medicines you are prescribed or buying - ask about other options.
- Tell a health professional about the medicines you are taking
- Tell them if you think the medicines you are taking aren't working or are giving you side-effects.
- Ask if you are unsure how to take your medicines or for how long
- Ask if you need help getting a regular supply of your medicines.

You should know:

- What medicines you are taking and why
- How and when to take them
- Whether or not any of your medicines react with each other or with food or alcohol

Some questions you may like to ask:

- What does this medicine do?
- How long do I need to use it?
- How and when should I take it?
- Should I avoid any other medicines, drinks, foods or activities when I am taking this medicine?
- What are the possible risks and side-effects and what should I do if they happen to me?
- How often will I need a medication review?

Health professionals can help you understand more about your medicines. They will listen to your views and concerns about your medicine - and answer your questions. They need to hear from you to make sure the treatment they offer is the best **for you**.

The doctor has given me some tablets/medicine and I think I have had a reaction to it. What should I do?

- You can contact your local pharmacist for general advice
- You can telephone your GP surgery.

The doctor gave me some tablets/medicine which really helped my medical problem but when I tried to get some more the receptionist told me it was not on repeat prescription. Why couldn't I get some more tablets/medicine without seeing or speaking to the doctor again?

The receptionist cannot issue a prescription for tablets/medicine that are not on repeat prescription without a Doctor's authorisation.

The doctors may wish to make sure you are on the best medication for you. You

can telephone the surgery on 2850140 between 8.30 and 9.30am any weekday morning to discuss this with the doctor.

Repeat Prescriptions

If any of the doctors have decided you need to take medication for a while they may arrange for this medication to be put on a repeat prescription. This will allow you to order your medication from the surgery without seeing a doctor every month. It is important that you know why you are taking your medication and to order it in plenty of time so that you do not run out. Each time you get your medication there will be a white sheet which you should keep (attached to the green prescription that you hand into the chemist). You should use this to order your medication making it very clear what you want to order (cross out what you don't want). **There are many ways to re-order your medication if the doctor has put it on repeat prescription:**

- By post - (please enclose a stamped addressed envelope if you would like it to be posted back to you and allow 72 hours).
- By posting through the letter box (if the surgery is closed) or in the repeat prescription box (if the surgery is open).
- Via Patient Online Services. (You will need to register for Online Services to receive your log in details. Please come into the surgery with your photo ID and proof of residency and speak to a receptionist. You can download the online service application form from our website www.woodseatsmedicalcentre.nhs.uk or obtain from reception.)
- Via email to SHECCG.WoodseatsMedicalCentre@nhs.net please ensure to include your full name, date of birth and which items you require in the email

Please remember we need your full name, address, date of birth and the medication you require when ordering your prescription. (This information is already printed on the white sheet attached to your prescription.) **Please allow 48 hours (in case there are queries) for your repeat prescription to be ready for you to collect (remember it is important that you make sure you do not run out of your medication and order this on time). Please note 48 hours does not include bank holidays or weekends.**

Medication Changes

If you are prescribed medication by the hospital or your medication is changed by the hospital, and this needs to be on a repeat prescription, you should inform us here at the practice. Please note it could take anything up to 2 weeks for letters to arrive from the hospital. **When you have ordered your medication, please allow 48 hours before collecting your prescription.**

NHS Electronic Prescription Service and Repeat Dispensing Service

NHS Electronic Prescription Service

Electronic prescribing has been introduced throughout England, this means you can nominate a Pharmacy for your prescriptions to be sent to electronically instead of having to collect a paper prescription from Reception.

You can choose to have your prescriptions sent to any pharmacy offering the service. Fill out a form in the pharmacy or tell your pharmacist that you want to nominate them to receive your electronic prescription. The next time you request a repeat prescription or

the GP issues you an acute prescription it will be sent electronically to your chosen pharmacy.

Please ask your pharmacist for further details or go to:

<http://www.nhs.uk/nhsengland/aboutnhsservices/pharmacists/pages/pharmacistsandchemists.aspx>

NHS Electronic Prescription Repeat Dispensing Service

If you, or someone you care for, use the same medicines regularly, you may be able to benefit from using the NHS repeat dispensing service. This means you won't have to request your medication each month as a batch of prescriptions has already been sent to your Pharmacy. Please speak to your local pharmacist or a receptionist if you would like to know more about this service.

Process for Ordering Prescriptions online using SystemOnline

To be able to order your prescriptions online you will be asked to come into the surgery with photo ID and proof of your address, to be issued with your unique username and Password to access online services. You will need your Username and Password to order future repeat prescriptions online. In order to protect patient confidentiality and comply with data protection laws we are unable to issue Usernames and Passwords to anyone other than the patient themselves. Once you have received your Username and Password you can follow the link below to request your repeat prescription. Only medications that have been authorised by the doctor for repeat prescriptions can be ordered online.

<https://systemonline.tpp-uk.com>

48 working hours notice must be given when ordering a repeat prescription.

The Schedule for ordering and collection is therefore:-

- **Monday - Wednesday**
- **Tuesday - Thursdays**
- **Wednesday - Friday**
- **Thursday- Monday**
- **Friday - Tuesday**

Please note that if you order using SystemOnline when the surgery is closed the request will not be actioned until the following working day.

Patients should be aware that most pharmacies can now arrange for patients' prescriptions to be collected from the practice on their behalf. To arrange this please contact your own pharmacist directly.

Standard Medication Reviews

Medication reviews are a necessary part of your health care. It is important to check

whether your medication is still appropriate for your condition. Many medications prescribed need to be monitored. Most medications will be reviewed at least once a year but some may need to be reviewed in a much shorter period of time. This review is also an opportunity for you to discuss any concerns you may have regarding your medication.

How often your medication is reviewed will depend on the medication the doctor has prescribed for you. Do keep the white sheet that is attached to your green prescription each time you order. On this will be written how many prescriptions you have left at the side of each medication and "Please see the doctor to order more" when you are due for a medication review. You can call the surgery any weekday morning between 8.30 and 9.30 to be put through to one of the doctors. If the doctor needs you to come into the surgery they will make you an appointment. Some medication reviews require you to have a blood test or your blood pressure checked with the Health Care Assistant. The doctor will advise you on whatever course of action you need to take.

Birthday Medical Reviews (BMR)

A Birthday Medical Review is different to a standard medication review. The date of this review is usually in the month of a patient's birthday. All patients with long term conditions will be invited by letter for an annual review (BMR). However, patients do not have to wait until they receive a letter but can book the BMR appointment around the month of their birthday by contacting reception between 09.30am to 6pm. The doctor will then review the patient's records and approximately 3 weeks after the review the patient will receive notification that their medication has been updated.

Over the counter medication

Please inform us if you regularly use any medication you buy yourself from the chemist, supermarket or health food shop. If this is a regular medication we can include this on your patient records.

There is a Community Pharmacy Service to Treat Minor Ailments Scheme. If you are exempt from prescription charges you can get advice and treatment for many minor ailments without seeing the GP and your medication will be free under this scheme. .