**Patient Information Leaflet**

*Villette Surgery*

**Telephone: 0191 5679361 Fax: 0191 5147476**

**E-mail: Villette.Surgery**@nhs.net

Repeat

Prescriptions

**FOR PRACTICE NEWS & INFORMATION**

www.villettesurgery.nhs.uk

**Repeat Prescriptions**

You have been prescribed a treatment/s that your Doctor wishes you to continue.

When you take your prescription to the pharmacy, tear off and keep the right hand side. This will then be your request slip for ordering a “repeat” of your medication (if you order via a pharmacy they should give you the right hand side with your medication; this is important as there may be instructions on here from your Doctor). Please use this form, rather than submitting a hand-written request, as this is a better way to ensure you receive the correct items in a timely fashion.

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| **There are 6 ways to request a further prescription without seeing the Doctor:**1.Place a tick √ next to the item/s required on the request slip and place in the mail box situated at the entrance to the surgery. If you wish the prescription returned to you by  post, please enclose a sae.* If there are items you no longer take please cross them through and add a note asking for them to be removed from your repeat list
* If you lose the slip, ask for a reprint of the order form at reception or simply write the details on a slip of paper (including your name, address and date of birth)

2**.Fax the request slip to us on 0191 5147476** clearly marked with the patients name, address, date of birth3**. Order via our website at** www.villettesurgery.nhs.uk (If you need help with ordering through the website, please let us know)4.By email Villette.Surgery@nhs.net clearly marked with the patients name, address,  date of birth5. Or Online via Patient Access https://patient.emisaccess.co.uk6.Order via your chosen pharmacy (local pharmacies offer an ordering and collection service register with your pharmacy for this service) |

**Telephone Requests**

Unfortunately we are unable to accept telephone requests for repeat prescriptions. It is much safer to use your order slip. Using the telephone can lead to errors and misinterpretation of a request.

If you have more than one item on your request slip it is a great help if you can order all items needed at the same time. The quantity on the repeat slip is usually one or two months’ supply. However, please **only** order the items you re-quire and do not order ‘in case’ or stockpile drugs.

You should allow **at least TWO** working days after submitting your request before collecting your prescription— i.e. if your request is handed in anytime on a Monday the prescription will be ready on the Wednesday after 2pm. (Saturday, Sunday and Bank Holidays do not count as a working days).

If ordering through a pharmacy **allow at least FIVE** working days before collecting your medication.

Requests at shorter notice are only issued in emergencies so please plan ahead, and consider using the repeat ordering service of a local pharmacist.

**Extra Supply for Holiday or Christmas:**

If you are going away on a holiday please check that your prescription does not run out while you are away, if it does just write a note on the bottom of your request slip. We will always give holiday cover, but you must let us know in time, at least 48 hours before departure.

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|  We aim to process all requests within two working days of receipt in the practice, but please be aware that adding extra items to the slip may result in your request taking a little longer. **Ordering a week in advance can help avoid running out of your medication.**  |

Each item on the request slip will show when it was last ordered (Please always use the most recent request slip).

**Pharmacy Ordering and Collection Service**

Most of the local pharmacies offer an ordering, collection / delivery service. Once you have registered with your chosen pharmacy they will contact you each month to check what you require (or you can contact them to order), submit a request to us, collect the completed prescription and dispense your medication ready for collection—for some housebound patients they may deliver to your home. Contact your pharmacy for more information on the services they offer.

If you have requested a pharmacy to order for you or have told us of your chosen pharmacy, please note that **ALL** prescriptions will then be sent to that pharmacy. So if you order from us, your prescription will be put for collection by the pharmacy. However please note that it will be more than 3 days before your medicine is ready for collection!

**Electronic Prescription Service**

Electronic prescribing is a new and easy service which means you can obtain your medication without having to visit the surgery to collect a paper prescription.

As the prescriptions are sent electronically this gives you more choice of pharmacies. You can use one nearer to your home, where you work, or where you shop as there is no need for them come to the surgery and collect on your behalf.

What do you need to do?

1. ‘Nominate’ the pharmacy or appliance dispensing contractor you would like to receive your electronic prescriptions. This is done by contacting your chosen **pharmacy** or **appliance dispensing contractor**, who will record your nomination.

1. Request your medication in the usual way (you may choose to do this via your nominated

 pharmacy, or can continue to send your re-quests directly into the practice).

3. Visit the pharmacy when your medication is ready for collection.

This secure and confidential system cuts out the need to visit the practice and decreases the time spent waiting for your medication to be prepared in the pharmacy making the repeat prescription process as quick and easy as possible!

For more information please visit **www.hscic.gov.uk/epspatients** or speak to your local pharmacy.

**Reviewing your repeat medication**

Your medication will need periodically reviewing, which typically can be 6 or 12 months, depending on which medicines and the number of medicines you take. The repeat slip clearly states your next review date so please make an appointment to see your doctor around this date, or this may delay the time taken to obtain your repeat prescription. Some medicines need periodic monitoring with blood test for example. The practice may recommend you must book an appointment before further prescriptions can be issued to ensure your medicines are adequately monitored.

The content of this leaflet is for information purposes only. Information obtained in this leaflet is subject to personal interpretation and can become obsolete, thus accuracy cannot be guaranteed. Please consult your own healthcare provider regarding any medication issues.

Last updated Dec 2014