Prescriptions process
I am going to write a short piece to try and explain our prescriptions admin process to help any patients on repeat medication. Please be aware that although it is your medication, it is the doctor who is responsible for prescribing it and making sure it is safe for you.

There are 3 types of prescriptions: acute, repeat and repeat dispensing. Any of these can now be given as a traditional piece of paper or can go electronically to the pharmacy.

Acute prescriptions are given when you go to see the doctor or nurse practitioner and they start you on medication or give you a one off course of medication such as antibiotics. These are not available to view on your medications screen through the website. If you are going to continue with medication after three months they will usually be changed to repeat.

Repeat prescriptions are for medication you are stable on and take regularly. These show on your medications screen through the website or are printed on the right hand side of your prescription.

Repeat medication can be reordered:
- in person;
- by dropping your slip into our prescriptions box in the lobby;
- by the pharmacist on your behalf
- or by using our web system.

Unfortunately they can’t be ordered over the phone because we don’t have sufficient staff and mistakes are much more easily made on the phone.

If we need you to have some routine tests, we will let you know in one of the following ways:
- by a slip attached to your paper prescription
- by a written message from the doctor on your paper prescription,
- by sending a note to the pharmacist to ask them to tell you,
- by texting you,
- by phoning you
- or by writing you a letter.

If you don’t book in for the test, we may have to refuse you further medication until you have. We don’t like doing this but the doctors have a duty of care to ensure your safety and the tests are the best way of checking this.
We won’t issue medication too early unless you have a good reason (which you tell us about) such as going on holiday. Generally, due to NHS rules, we only issue a month’s worth at a time. If you pay for your prescriptions you can take out a pre-payment certificate which helps reduce the cost if you take regular medications throughout the year. Please ask at the pharmacy if you want more information on this.

If you want some more of an item which was on repeat and it’s more than six months since you had it, you’ll have to see or speak to the doctor because they’ll want to check that you still need it or it’s still suitable for you.

**Repeat dispensing prescriptions.** Again these are for patients on regular medication which is stable. This involves us producing a batch of (usually) 6 prescriptions at once which are sent to the pharmacy in one go. You then just pop to the pharmacy when your medication runs out and don’t have to bother contacting the surgery until you reach your last batch. The pharmacy should advise you that it’s your last batch and ask you to contact us to get another lot.

To try and keep the repeat dispensing running smoothly remember to have any reviews or tests which may be due before the batch runs out. We suggest you organise these as soon as you have picked up your second to last prescription. Many people need annual blood tests and reviews and people with high blood pressure need this checking twice a year as well. If you are one of these people and you have a home blood pressure monitor, it is sufficient to send in the reading to us and then have a check here once a year when you have your other tests.

If you have any tests outstanding we will not be able to issue a full 6 months of prescriptions but can often issue another two to keep you going while you have your tests. Once you have had your tests and reviews, and need nothing further doing, please let reception know so that we can put you back onto a 6 month batch. As we have around 2500 patients on repeat dispensing, we don’t have the staff to keep track of everybody’s tests and reviews, therefore the onus is on you to let us know. Thanks for your help with this.

If you have any questions or queries please ask at reception or give us a call and we will do our best to help.