

Guide to Prescriptions – Hedge End Medical Centre

What is a prescription?



Prescriptions are instructions written by a Doctor that authorises a patient to be issued with a medicine or treatment. For example, a doctor may issue you with a prescription for items such as antibiotics for a chest infection or ongoing blood pressure problems. The Prescription form (or FP10) is a green form that has your details and the medication on. The Doctor needs to sign the bottom part to allow you to get the medication from the pharmacy.

Acute items: these are items the Doctor will prescribe as a one-off, such as antibiotics to treat an infection, or a cream for dry skin. If you require the medication again in the future, you will need to see or speak to the Doctor. The doctor will usually tell you if you are able to request more in the future and how to go about this. If they have not told you, you will usually need to make an appointment with them.

Repeat items: These are items that the doctor has authorised for you to have future supplies of. They will be for ongoing treatment such a blood pressure problem. If you have items “on repeat”, they will be listed on the right hand side part of your prescription.

When you are near to running out of your monthly medication you need to put in a repeat request so reception can generate the script for the Doctor to sign. We ask for 2 working days to issue a repeat.

You are allotted a certain amount of repeat issues when the doctor originally prescribes the medication. When these issues are used up, your medications will need to be reviewed. This may be a face to face appointment, a telephone appointment, the completion of a form, or the GP may be able to review the medication by reviewing your medical notes.

All medications need to be reviewed at least yearly, and some more often. The review may consist of a blood test, blood pressure reading, checking of side effects and efficacy, and ensuring you are taking the medication in the correct way. We will tell you when your review is due and how it can be done.

Ordering: You can order you repeat medication in a number of ways:

- Coming down to the surgery and posting your reorder form in the black post box by the front doors. If you have lost your reorder form we can print another one out or just fill out a prescription form which can be obtained from the front desk.
- Order online you just need to go on our website: www.hedgeendmedicalcentre.co.uk, find “repeat prescriptions”. This shows you how you can sign up to the online service to order medication online.
- You can put your request in the post. If you include a stamped envelope, we will send your prescription back to you.
- **Note: we do not accept requests by telephone.**

Pharmacy Stamp	Age	Title, Forename, Surname & Address	Page 1.
.....	Patient ID : 6002 Mrs Minnie Mouse 141 Breckfield Road North Liverpool
.....	D.O.B	PLEASE TICK BOX FOR THE MEDICINE YOU REQUIRE AND POST IN THE BOX LEFT AT THE RECEPTION PLEASE ALLOW 2 WORKING DAYS BEFORE COLLECTION WE DO NOT ACCEPT TELEPHONE REQUEST FOR PRESCRIPTIONS Usual Doctor Date Printed : 10/08/2007
.....	NHS Number:	Met Confinus M/R Tablets 60mg ONE TO BE TAKEN TWICE A DAY Quant : 60 tablet(s) Next Issue Due : 13.11.2007
.....	Glyceryl Trinitrate C/O C/O Free Pump Spray 400 micrograms AS REQUIRED Quant : 1 spray(s) Next Issue Due : 11.12.2005
.....	Cezazette Tablets 75 micrograms ONE TO BE TAKEN DAILY Quant : 4 tablet(s) Next Issue Due : 13.11.2007
.....	Aspirin Tablets 75mg ONE TO BE TAKEN FOUR TIMES A DAY Quant : 4x25 tablet(s) Next Issue Due : 05.02.2008
.....	Clozapine Capsules (Gastro-Resistant) 20mg 1 ONCE DAILY Quant : 28 capsule Next Issue Due :
.....	Review Date : 11/12/2007 ****REVIEW OVERDUE****
Signature of Prescriber [LRS]	Date	PATIENTS - please read the notes overleaf
For Dispenser No. of Repeats on form	
NHS	69723945556	FP10SS0608	

Collection from the Chemist: We are able to send your medication electronically to a pharmacy of your choice, this service is called EPS. The pharmacy may be one local to the practice, or could be one near where you work. If you would like your prescriptions to go straight to the chemist, please let us know which one you wish to use and we will set that up for you.

Collecting your medication from the chemist: You will need to fill out the reverse side of the prescription form when you collect your medication. The chemist will be able to help you with this, and also be able to advise you whether you are entitled to free prescriptions. If you are not entitled to free prescriptions, you will need to pay the current NHS fee per item. If you are having regular prescriptions and you pay for your prescriptions, it may be worth getting a Prescription Prepayment Certificate – speak to the pharmacy about this.

Collection from the surgery: Your prescription should be ready 2 working days after you have requested it. You are welcome to send a representative to pick it up – they will need your full name and address. Children under 13 will not be allowed to collect prescriptions.

Synchronising your repeats: Many patients are on more than one repeat medication. It is a lot more convenient for you to have all your medications last the same length of time and run out on the same day. If you find you have some of one month duration and some of two, you are welcome to request that they are aligned. Note that this may not always be possible depending on the medication.

Ordering early: You may need to order your medication earlier than it is due, for example, if you are going on holiday. If this is the case, please inform us of this when you request your medication – if you order too early without good reason, the request is likely to be refused.

Bank holidays: Remember that when we are closed for bank holidays, you will need to leave an additional day for processing of your prescription.

Extended Holidays: Our policy is not to prescribe more than 3 months medication at a time (with some exceptions, for example, the contraceptive pill). If you are going to be out of the country for more than 3 months, please inform us. You will need to make alternative arrangements to obtain your medication.

Prescriptions from the hospital: You may have been prescribed a medication by the hospital. If you have not had this medication from the surgery before, please allow extra time when ordering as we may not have had notification from the hospital which will require time to chase up.

Private Prescriptions: There are certain medications that are not available on the NHS, for example, Malaria tablets. These will need to be prescribed on a private prescription. These can be taken to the chemist in the normal way, but there will always be a fee to

pay the pharmacy for the medication (even for patients who normally get prescriptions on the NHS).

In addition, patients who do not qualify for access to NHS services will be charged a fee by the pharmacy.



Problems with prescriptions: If you have any questions about ordering prescriptions, please ask reception for help. If you have any problems or suggestions about prescriptions, please contact one of our Prescription Technicians.