

BEAUFORT ROAD SURGERY

PATIENT LEAFLET ON REPEAT PRESCRIBING

The purpose of this leaflet is to give patients guidance on how to order their repeat prescriptions and what to expect from the Surgery.

New patients

- Newly registering patients who are already on repeat medication should ensure they have sufficient medication from their current GP before applying to register with Beaufort Road Surgery.
- When patients register they must provide an up-to-date prescription re-order slip or if this is not available, they should ask their previous GP Practice for a summary print out of their current medication, detailing strengths and dosages. This is to allow time for the patient records to be received at our Surgery.
- Newly registered patients who are already on repeat medication will be required to make an appointment with a Doctor.
- Anyone registering with the Practice who requires controlled drugs will have the dosages confirmed with their previous GP surgery.

Requesting Medication

Requests for repeat prescriptions can be made in person, by letter or on-line.

- Please remember it is your responsibility to ensure you order your repeat medication on time and allow adequate time for your request to be processed.
- Patients should submit their prescription request on time. This can be up to 10 days before the next issue is due.
- Patients should give 48 hours, ie 2 full working days' notice when ordering repeat prescriptions.
- No prescriptions are issued at weekends or on bank holidays. In a normal week a prescription ordered on a Friday will be ready the following Tuesday. Always allow extra time for weekends and public holidays.
- Your request may take longer to process if the patient has been requested to attend for a medication review (see below). In these circumstances the GP maybe unable to re-authorise medication without seeing the patient first.

Ways to Request Repeat Prescriptions

- You can order online via the clinical system, using personal log in details. This can be obtained by completing our online registration form and providing proof of ID and address. Please ask at reception.
- Using the prescription request slip is preferred for non-internet requests. If the request slip is used to order medication, the individual items needed **MUST** be ticked. It will **NOT** be assumed that the patient needs everything listed. If the individual items are not ticked, the prescription will not be issued until the patient confirms the items needed.

- For patients who forget the request slip, a right hand side prescription may be produced for them to use or blank prescription request forms are available at Reception. These will have clear prompts for the information needed to process the request. Prescription requests should be posted in the prescription request box at the surgery. By post, detailing all of the required medication and including a stamped, self-addressed envelope for return.
- By using a pharmacy's repeat ordering service (see below). Please let us know your choice of pharmacy.
- For safety reasons we cannot accept requests for medication over the telephone

The default period of supply is 28 days for repeat prescriptions but exceptions may be made by the Prescriber to reduce or increase this period for specific drugs and/or conditions.

A minimum of 48 hours is required for the Practice to process repeat prescriptions. This period of time allows the Practice to deal with the prescription request safely, for the GP to review the patient's notes and to deal with the administration associated with each request - the Practice has hundreds of requests to deal with each day.

Request for a medication that was previously issued as an acute "one-off" prescription

- If you wish a Special Request item, example a previous acute prescription, please state clearly what this is for ie. hay fever so that your GP will then decide if a prescription is appropriate.
- Administrative staff who receive your request have been trained to issue prescriptions but they do not have in depth medical knowledge, so please ensure that you provide as much detail for a Special Request item as possible

Requesting Early

- If you are requesting medication early because of a holiday for example, please ensure that this is stated on your request. This will be documented in your patient's notes.
- If the computer indicates 'overusing', the records will be reviewed and the patient may need to have a consultation before medication issued.

Prescriptions for Dental problems

- The GP's are unable to issue any medication for dental-related problems.

Uncollected/returned prescriptions

- In some circumstances patients request medication or are prescribed acute (short-term) medication and they do not collect their prescription from the Practice.
- Any prescriptions not collected after one month from date of issue will be reviewed, the issue deleted from the patient's record where appropriate and the form confidentially destroyed.
- A note will be made on the patient's record that the prescription was not collected.
- Similarly where we are notified by a community pharmacy that the patient has not collected their dispensed medication, a record will be made in the patient's notes to that effect.

Urgent requests (less than 48 hours)

- Requests for urgent prescriptions will not normally be accepted as 48 hours' notice is required for safe prescribing. However, if it is an emergency, the request will be passed to the doctor who will consider each case, dependent on the medication and the needs of the patient.
- Patients must have a valid reason for requesting a 'same-day' prescription and this will be checked by the Prescription Administrator. Forgetting to order is not a valid reason for requesting an emergency supply.
- Usual allowances will be made for palliative care, nursing home and complex care patients.
- The request will be processed as soon as possible that day, following normal procedures.
- The afternoon deadline for same day prescription requests is 2pm; only emergency prescription requests eg. for end of life drugs will be considered after 2pm.
- If a patient consistently requests medication late when they have "run out" this will be brought to the attention of the GP Prescribing Lead and Practice Manager. Patients with three incidences of urgent request documented within a 12 month period will receive a letter about abusing the system and an alert placed on their medical record to indicate this.

Pharmacy Prescription Collection Services

- A Pharmacy Prescription Collection Service is where the patient's chosen pharmacy acts as an agent on behalf of the patient to order, collect, dispense and/or deliver the medication to the patient. The Pharmacy follows the same procedures as would a relative or friend submitting a prescription request on behalf of the patient, collecting it and then having it dispensed.
- Written permission from patients is required to allow a pharmacy to collect prescriptions on patients' behalf. This is normally obtained by the pharmacy.
- The patient's record will state the nominated Pharmacist's name/location in the script destination field on the patient's medical record and will remain there until the patient instructs the Practice otherwise, eg. if they have a change of Pharmacy or no longer wish to access this service.
- Most Pharmacy's will need more than 48hrs notice, as they will need time to dispense the medication as well as raise the prescription. Usually 5 days' notice is required, but check with your designated Pharmacy.

Processing Repeat Prescription Requests

- Repeat prescriptions are computer generated via the patient's electronic medical record and are most usually sent electronically to a designated pharmacy. They may be printed and collected from the Surgery.
- Only medication that is within the review date will be issued.
- Only medication that appears on the repeat prescription list will be issued, unless in specific circumstances.
- No more than 6-12 issues are allowed without further review .
- If a review is needed before the next prescription is due, a note will appear on the prescription for the pharmacy to inform the patient .

- Should the GP need to talk to the patient before any further medication is issued, the patient will be contacted without delay.
- Patients who fail to attend when requested to have a medication review will have the period of supply reduced until they are seen.
- If after the month, the patient has not attended for a review and another request is made, consideration to reduce the quantity of supply or refuse further supplies will be considered by the Prescriber.

Items not currently authorised for repeat

- If an item has previously only been given as an acute prescription (short-term), it cannot be reissued without the GP/Prescriber's authority.
- If the Prescriber then authorises for repeat, they will add the item to repeat medication list with full details including directions for use, number of issues and/or review date and minimum interval between issues as appropriate. At this stage the Prescriber will issue, sign and send the prescription electronically to your designated pharmacy
- Some medications cannot be prescribed as a repeat unless there are exceptional circumstances.
- Once a patient has been stabilised on new medication, the GP will remove it from the 'acute medication' list in their record and place it on the 'repeat medication' list.

Lost prescriptions or medication

- Confirmation is needed that adequate steps have been taken to locate the lost prescription or medication before the request is passed to the GP.
- A note of the event will be recorded in the patient's medical record.
- For safety reasons, patients who have lost or had stolen prescriptions for medication liable to abuse must notify the Police and MUST inform the Practice of the incident/

Collecting prescriptions

- A clear timetable of when prescriptions will be ready for collection is on display at Reception, on the Practice website and below.
- Prescriptions will be available for collection at your designated pharmacy, or collection from the Practice Reception.
- A clear protocol is in place to allow for the safe handing-over of the correct prescription to the correct patient or their representative.
- Formal ID will be checked where there is any uncertainty about the identity of the person collecting the prescription and a signature will be required.
- Collection of prescriptions by children will be at the discretion of the Senior Receptionist or authorised deputy and will need the permission of the parent/guardian or the person for whom the prescription is being collected.

- Prescriptions for controlled drugs awaiting collection are entered into a log book and the person collecting will be required to sign before the prescription is handed over. This procedure also applies to drugs subject to abuse and follows NPSA recommendations.

Unavailable Medications process

- When a Pharmacy is unable to obtain an item the Pharmacy must contact the GP Practice (there is a standardised form for this process) via email requesting other alternatives in stock for guidance. The GP will then prescribe a suitable alternative at their discretion.

Collection times for repeat prescriptions

LEFT		COLLECT
Monday before 2pm		Wednesday
Monday after 2pm		Thursday
Tuesday before 2pm		Thursday
Tuesday after 2pm		Friday
Wednesday before 2pm		Friday
Wednesday after 2pm		Monday
Thursday before 2pm		Monday
Thursday after 2pm		Tuesday
Friday before 2pm		Tuesday
Friday after 2pm		Wednesday