

The Electronic Prescription Service (EPS) - a safe and effective way of ordering medication

What Does This Mean For You?

- If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription.
- Instead, your GP will send it electronically to the place you choose, saving you time.
- You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop.

How Can You Use EPS?

You need to choose a place for your GP practice to electronically send your prescription to. This is called NOMINATION. You can choose:

- A pharmacy.
- A dispensing appliance contractor (if you use one).

Ask any pharmacy or dispensing appliance contractor that offers EPS to add your nomination for you.

You don't need a computer to do this.

You can change or cancel your nomination at any time.

**FOR FURTHER INFORMATION,
SPEAK TO YOUR PHARMACY (CHEMIST)**

COLLECTING PRESCRIPTIONS

Prescription handed in <u>before</u> 12 noon on:	Will be available for collection on:
Monday	Wednesday PM
Tuesday	Thursday PM
Wednesday	Friday PM
Thursday	Monday PM
Friday	Tuesday PM

- **IMPORTANT!** It takes 2 working days to process a prescription - plus an extra day if it comes via a chemist.
- **If, in unavoidable circumstances, medication is needed urgently, please discuss this with Reception in the first instance. Requests will be dealt with in exceptional circumstances only.**

REVIEW OF REPEAT MEDICATION

You will be called periodically to have a medication review with a clinician. This will be at least every 12 months.

This is to ensure that you are on the correct medication for you condition, that all the necessary checks have been performed and that you are taking the medication in the correct way.

It is also your opportunity to discuss any concerns you may have, such as side effects.

If you would like a medication review, or have not had one in the last 12 months, please contact Reception to make an appointment.

Melbourne and Chellaston Medical Practice

Repeat Prescriptions A guide for patients



Please allow at least
2 WORKING DAYS
to process your request



Chellaston Medical
Centre
Rowallan Way
Chellaston
Derby
DE73 5BG
Tel: 01332 720077 or
01332 721650
Fax: 01332-720066

Melbourne Medical
Centre
Penn Lane
Melbourne
Derby
DE73 5EF
Tel: 01332 862124 or
01332 862054
Fax: 01332-865154

Once your GP is happy that you are stable on a medication, and is required regularly, then they will authorise it as a repeat prescription.

How Can You Order Repeat Medication?

We do not take prescription requests over the telephone, as doing so would not ensure absolute accuracy and confidentiality.

Ordering Repeat Prescriptions via Request Form:

Patients should use the repeat medication slip (white side of your prescription) to order medication. Mark the item/s that you need, detail where you would like to collect your prescription from and place in the repeat prescription request box at the surgery. Alternatively, you can post the request to us. If the surgery is closed, post request through the letter box.

Ordering repeat prescriptions online:

To access the online system, complete a registration form (available from Reception or our website); hand into Reception, with proof of I.D. A user name and password will be issued to you.

For more information:

www.melbournesurgery.co.uk

Ordering via email or fax:

Please include your name, date of birth and address, medication required, dosage and strength.

Email:

reception@chellastonsurgery.co.uk

or

reception@melbournesurgery.co.uk

Fax:

Chellaston - 01332 720066

Melbourne - 01332 865154

The prescription line for elderly and housebound patients only is open between

9am – 10 am

Monday to Friday

Chellaston: 01332 720088

Melbourne: 01332 862341

Ordering through a pharmacy - top tips!

Please let the Receptionist know which pharmacy will be collecting prescriptions on your behalf.

Only order what you need. Other items, needed more occasionally, will not be removed.

If you order through a pharmacy, confirm items required and tell about any changes to medications.

Once medicine has been dispensed to you, it becomes your property and cannot be re-used.

Even if the medicine has never been opened, once it has left the chemist the medicine cannot be recycled or used by anyone else.

*** Please tell your GP if you are no longer taking a medication that is on your list.**

Reasons for delays to Prescription Requests:

- If for any reason we are not able to process your request we will contact you by telephone to discuss this.
- Items that you request that are not on repeat will have to be reviewed by our doctor. You may be asked to make an appointment before it can be issued.
- Some medications require regular blood tests to check their safety or effectiveness. If there is a delay in receiving these results then we may not be able to supply your medication.
- You may have reached the 'review date' for an item. In which case you may be called into see one of our doctors for a medication review.
- We usually only issue medication up to one week in advance. If you need to order early please state the reason on your request. For example, going on holiday.