

## Consultation times

<b>DUFFIELD SURGERY</b>		<b>TEL: (01332) 842288</b>
Monday	8.30am–12 noon	4.00pm–6.00pm
Tuesday	8.30am–12 noon	3.00pm–5.00pm
Wednesday	8.30am–12 noon	3.00pm–5.00pm
Thursday	8.30am–12 noon	3.00pm–5.00pm
Friday	8.30am–12 noon	3.00pm–5.00pm
Saturday	8.00am–11.00am	Closed

Reception is open from 8.00am – 6.30pm Monday to Friday

and

Saturday mornings 8.00am - 11.00am (pre-booked appts only)

Surgery telephone lines are open 8.00am - 6.30pm Mon-Fri

(To avoid the busy morning peak periods please try to ring after 12.00 noon for routine or less urgent matters)

You can also book appointments and order repeat prescriptions online at [www.appletreemmedical.co.uk](http://www.appletreemmedical.co.uk)

The surgery closes occasionally for staff training. Forthcoming dates are listed on our website.

<b>LITTLE EATON SURGERY</b>		<b>TEL: (01332) 842288</b>
Doctor - Monday, Tuesday, Thursday and Friday	8.30am - 11.30am	
Nurse - Wednesday	8.10am - 12.00 noon	
Reception is open from 8.00am – 12 noon		

### EMERGENCY OUT OF HOURS

If you need urgent medical attention outside of the Surgery opening hours but it's not a 999 emergency, please dial:

111

You will be connected to the NHS 111 service, provided locally by Derbyshire Health United, who will direct you to the most appropriate point of care for your particular needs.

## Appletree Medical Practice



# About Prescriptions



47a Town Street, Duffield, Belper, Derbyshire, DE56 4GG  
Branch Surgery: 10 The Town, Little Eaton, Derby, DE21 5DH  
Tel: 01332 842288

## About prescriptions

This leaflet has been prepared to help patients at Appletree Medical Practice to understand the various aspects of the Prescription process, and thereby benefit from improved access to prescribed medications.

Particular notice is drawn to the on-line methods of ordering repeat medications and transfer of authorised prescriptions to the pharmacy of your choice for collection or delivery to your home (if that is a service they offer).

If your medication is being authorised by the Practice your prescribing clinician will usually give you your first prescription which will have **2 parts**. The **GREEN** slip is the actual prescription which you give to the pharmacist to obtain your medication. The **WHITE** side is the Repeat Issues Re-order form and shows the list of drugs that you can order as repeats. Please keep this as you need it to order more medication.

## Key points to remember

- Not all medication is suitable to be given as a repeat, this will be decided by the prescribing clinician, who will also determine the usual amount supplied.
- Please submit your request for repeat medication 7-14 days before running out of your existing supply.
- Please allow the Practice 48 working hours excluding weekends and Bank Holidays to process your repeat prescription request.
- If you have asked for the prescription to be sent direct to your nominated pharmacy, please allow a suitable period for them to prepare your medication before collection.
- Emergency prescription requests are for medication needed with 24 hours to prevent you from becoming severely unwell. They are NOT for medication which is being ordered late, or should have been collected from the Hospital Pharmacy.
- Consider using the online facilities for ordering prescriptions (Systmonline) and taking delivery of medications (EPS). These methods can greatly simplify the re-ordering of medication for you..
- Please only re-order medicines that you need. Stockpiling medicines may lead to waste if your medicines are changed or they go out of date.

## Frequently asked questions

### When will a medication not be put on repeat or taken off repeat prescription?

It is not always appropriate to put or to continue a medicine on repeat prescription. This may occur if:

- The medication is a short course of medicine for an acute problem, i.e. antibiotics for acute infections
- Medications that are changing or we are adjusting the doses.
- When a review is needed or overdue: your doctor may stop your medication if it is considered unsafe to prescribe before a clinical review is completed. This is to ensure that your medication is correct, at the right dose and that you are getting the best from your medication.
- The medication should be supplied by the hospital

### How do I get more medication that the hospital has recommended?

If your medication has changed by the hospital, you should have been given up to 5 days supply of your new medication by them.

If the hospital has given you a letter for the surgery please let us have this as soon as possible as it will contain the information we need to alter your repeat prescription.

If they have written to us informing us about the change please allow a few days for us to receive this information. This will be processed by the prescribing clinician as soon as practically possible.

### How can I start using EPS?

You don't need a computer to use EPS. You can use the Electronic Prescription Service as long as both your GP surgery and the pharmacy (or other dispensing appliance contractor) offers the service.

You'll then need to nominate the place you'd like to pick up your prescription medicines or appliances from in the future. You can choose the most convenient place for you, such as near your home, where you shop or where you work. This is flexible and can be changed at any time, just let the Practice or pharmacy know.

## Frequently asked questions

### Why does it take 48 hours to generate my repeat prescription?

The Practice processes over 300 prescription requests each day. The process requires a prescription clerk to check that your medication request is on repeat before sending it to the prescribing clinician for authorisation. Between regular clinics, urgent appointments and home visits, the clinician will double check your medical records to ensure that the medication is still appropriate for you. In most cases this will be done well within the 48 hour timeframe but we cannot guarantee that it will be available sooner.

### What if I need my medication urgently?

We ask that you place your request 7-14 days before running out of medication. However, if you have run out and have been told that you should not stop your medication without consulting a prescribing clinician, a prescription can be issued urgently in exceptional circumstances. This will depend on a doctor being available to sign the prescription. **Therefore, please be patient with our staff as you may have to wait.**

If the surgery is closed your usual pharmacy may be able to dispense a small **Emergency Supply** of your medication until you are able to see your prescribing clinician.

If your review date is overdue and your prescription needs reauthorising by the prescribing clinician before you are able to see the doctor/nurse you may need to discuss it with the doctor. You may be offered a telephone consultation for this. **Please keep these urgent requests to a minimum.**

### May I ask the Pharmacist to collect my prescription?

Yes. Many pharmacists run a prescription collection service from the Surgery.

Please speak to your nominated pharmacist for information on the scheme. Please **mark clearly on your white slip** where you wish to collect your prescription from.

Please inform us where you would like to collect your prescription, so that we can update our system.

## Repeat Prescriptions

A repeat prescription enables you to re-order medication that your GP or Nurse Practitioner has authorised to be supplied on a regular basis for a certain period without you having to see a clinician every time you require a further supply — dependent upon the type of medicine and at the prescribing clinician's discretion.

## How to order repeat medication

Repeat prescriptions can be ordered in the following ways:

- Using your repeat prescription slip, tick only those items that you need at the time and either :
  - Post into the RED BOX in the entrance porch at the Duffield surgery.or
  - Send by mail (enclose a stamped addressed envelope if you want the repeat prescription posting back to you).
- Phoning the Surgery between 1.00pm and 6.00pm week days.
- Using the online Systmonline—see Page 4 for details or go to the practice web site: [www.appletreemmedical.co.uk](http://www.appletreemmedical.co.uk)

Please:

- Order **only those items that you need within two weeks of running out.**
- Do not stockpile medication by ordering items that you do not need.
- Give the Practice **48 working hours excluding weekends and Bank Holidays** to prepare and authorise the repeat prescription
- Allow further time for the Pharmacist to process your order before collection or delivery.

If you have lost your re-order form you can ask a receptionist to print a replacement for you.

## Emergency prescription requests

An Emergency prescription request is one made for medication needed within 24 hours to prevent you from becoming severely unwell.

**Hospital prescriptions— If hospital doctors feel you need medication urgently they can issue a prescription for realising either at the hospital pharmacy or the next day at a Boots pharmacy of your choice .**

**Emergency prescription requests are NOT requests for medication which are being ordered late, or should have been collected from the hospital pharmacy following an out-patient clinic or discharge from hospital.**

## Online ordering service

As well as enabling you to order repeat prescriptions on line Systmonline allows you to book appointments, view your Summary Care Record , view your medical record and change your personal details on-line from home, work or on the move, and in your own time, day or night.

You can register for this service by calling into the Surgery with two forms of identification (one item from each of the following lists):

- **Personal ID:** Current passport, photocard driving licence, birth certificate etc.
- **Address ID:** Utility bill, bank statement or council tax etc. (with your name, address and dated within the last 6 months).

You will then be given your confidential login information.

All information sent to the Surgery via Systmonline is secure. Your personal details are encrypted and protected using the highest standard internet security, so they cannot be intercepted. Only you and the surgery are able to see this information.

## NHS Electronic Prescription Service (EPS)

If you get regular prescriptions the Electronic Prescription Service (EPS) may be able to save you time by saving you unnecessary trips to your GP. EPS makes it possible for your prescriptions to be sent electronically to the pharmacy or dispenser of your choice.



Choosing a pharmacy or dispensing appliance contractor to process your EPS prescription is called nomination. This means, you will no longer have to collect a paper repeat prescription from your GP practice and instead you can go straight to the nominated pharmacy or dispensing appliance contractor to pick up your medicines or medical appliances.

Because your pharmacist has already received your electronic prescription, they may be able to prepare your items in advance, so you just have to pick it up with no extra wait. However, this will depend on the capacity of pharmacists on the day and may not be possible all the time.

## Medication Review

A repeat prescription removes the need for you to see a prescribing clinician each time you require to re-order authorised medication.

However your medication must be regularly reviewed—typically every 12 months, but more frequently dependent on your medication and circumstances. This is to ensure that it remains appropriate and effective for your needs. It also gives you the chance to raise questions and highlight problems.

Your prescription or online re-ordering page will tell you when a medication review is required. This will be with the clinician most appropriate for your needs. Our practice-based Clinical Pharmacist can review most medications and we have Advanced Nurse Practitioners who specialise in such areas as COPD and Diabetes.

Please try to attend your medication review promptly to avoid any difficulty in continuing to use the repeat prescription facility.