

ELECTRONIC PRESCRIPTION SERVICE

We can now send you prescriptions electronically to your local chemist of choice. If you wish to use this service you will need to inform us or register with your chosen chemist. You can still order your repeat medication the same way. However instead of collecting the prescription from the surgery 48 hours later, you can collect it straight from your chemist.

POSTAL SERVICE

If you wish your prescription to be posted to home, please enclose a stamp addressed envelope and we will be happy to do this. Always allow a few days for the postal service.

PHARMACY ORDERING SERVICE

Most of the chemists operate an ordering and collection service. Patients can nominate their local chemist to order their prescriptions.

The patient should contact the chemist 4-5 days before their medication is due to run out to allow for the Chemist to order and the practice to process the prescription ready for collection.

PHARMACY DELIVERY SERVICE

Most of the local chemists provide a delivery service for patients who would prefer or need their medication delivered to their home. The patient must arrange this with their chosen Chemist.

If you choose to use this service please do not collect your own prescription from the surgery as they are processed ready for collection by the

chemist and not put into the patient collection box.

HOME OXYGEN DELIVERY SERVICE

If the Doctor decides a patient needs oxygen he/she will complete an order form and fax it to the supplier. Following the order the supplier will deliver directly to the patient's home. The patient can then contact the supplier direct to have further supplies delivered.

Any alterations to the original order need a Doctor to complete a new form.

Patients who are planning a holiday should contact the practice in good time so arrangements can be made for portable supplies.

APPLIANCES SERVICE

Patients who need to use this service order their appliance direct from the supplier. The hospital will inform the patient which Company/supplier to use.

The Company will liaise with the Practice for a prescription and will then deliver the appliances direct to the patient's home.

We ask patients to only order what they need and not to stock pile supplies of appliances.

REPEAT PRESCRIPTION SYSTEM



Reviewed: April 2019

YORK ROAD GROUP PRACTICE

WHAT IS A REPEAT PRESCRIPTION?

The GP will often start a patient on new medication and then bring them back for a review. Following the review the GP may decide to keep the patient on the same prescription and will advise them they can have repeat prescriptions until a further review is needed.

Not all medications are available through the repeat prescription service; you will be advised if your medication is one of these.

The repeat prescription service is not for patients to request new medication or for changing medication for this you must see your Doctor.

WHAT IS AN ACUTE PRESCRIPTION?

These are one off prescriptions for example antibiotics these are not allowed on the repeat system.

HOW TO ORDER A REPEAT PRESCRIPTION

Please use the order slip attached to your prescription. Tick the items you wish repeating and either bring in or post to the practice.

OR

We have a supply of order forms which you will need to complete if you forget your request form.

OR

You can order electronically through our practice website: www.yorkroadgrouppractice.co.uk

OR

Through your local pharmacy

HOW LONG DOES IT TAKE TO PROCESS A REPEAT PRESCRIPTION?

Prescriptions take 48 hours to be processed Monday-Friday. Therefore they will be ready for collection after 2pm two working days after being requested.

BANK HOLIDAYS

Always remember to allow extra days for the prescription to be processed when there is a bank holiday.

We publish a list of Pharmacy opening times for Bank Holiday on our website and on posters in the practice.

CHANGES TO YOUR PRESCRIPTION

Following an out-patient appointment at the hospital you may be given a change of medication form. This form must be brought into the practice to allow the staff to update your records.

These are normally routine changes to medication and not urgent for the same day.

WHAT TO DO FOLLOWING HOSPITAL DISCHARGE

If a patient is discharged from hospital they will be given 28 days supply of medication and asked to contact their GP for further supplies.

MEDICATION REVIEWS

All patients on regular medication will be expected to attend an annual review appointment.

Dependent on the type of medication this may need to be more often than 12 monthly. The review may either be with a Doctor, nurse or clinical pharmacist.

CONTRACEPTIVE PILL/HRT REVIEWS

Patients taking either of these medications must have an annual review with the Practice Nurse. If you are due for a review no further prescriptions will be issued until the review has been done.

BATCH PRESCRIBING

Patients who are stable on certain medications will be offered the choice of having their prescriptions on "batch". This means 6/12mths worth of prescriptions will be printed off or sent electronically to your chemist. Patients don't need to order from the practice during the 6/12 & can just collect their medication directly from the chemist until they are due for a review and further prescriptions.

Patients who need to have their medication altered will need all the batch prescriptions to be re-printed off.

MEDICINES MANAGER

Within the practice we have a medicines manager who will deal and assist you with any prescription queries or problems you may have.