

CORBRIDGE MEDICAL GROUP

A GUIDE TO YOUR PRESCRIPTIONS

KNOW YOUR PRESCRIPTION TYPE

Medications which are prescribed by your GP will each be categorised as one of the following types:—



ACUTE ITEMS—usually prescribed as a ‘one-off’ or short-term course e.g. antibiotics or pain relief. These items are not initially intended for long term use and therefore must be requested from your GP. These will NOT be available to order online but should be requested by telephoning reception or by sending a message via online service when ordering other items. GPs will sometimes put new items onto your acute list to establish whether they are suitable before moving to REPEAT. If there is an item which you think should be available on a REPEAT prescription please ask if the GP can move it onto that list for next time.

REPEAT ITEMS— these have been approved as regular medications (usually taken daily) for a set period of time. A medication review date will be added to your prescription to indicate when the GP will re-authorise these items. If you are up to date with regular monitoring or annual reviews this date will be moved forward by the GP without you needing an appointment but, if necessary, we will contact you to arrange a review with one of our team. Repeat items need to be ordered each month and most are issued with a 28day duration so that the GP can check your compliance when signing the prescription. If you order too early or too late this may be queried as it might indicate that you are taking too many or too few tablets.

REPEAT DISPENSING BATCHES— for patients who collect medications from a community pharmacy and who are on regular repeat items with stable doses, the GP can authorise for a batch of prescriptions to be sent to the pharmacy (usually 6 issues). This will allow the pharmacy to dispense your medication every 4 weeks without you needing to order from the surgery each time. When you have collected the last of the batch, you will be advised by the pharmacist to order your next batch. Each time you collect your medications please tell the pharmacist if there are any items which you do not need so that you do not create an unnecessary stock pile at home.

VARIABLE REPEAT ITEMS— these are items which you may need from time to time (but not on a regular 4 weekly cycle) eg some inhalers, creams or sprays. These items must be ordered from the surgery or online when needed but will not usually raise a query regarding compliance unless it appears that these are being overused.

OUTSIDE ISSUES— these are not visible online but provide the doctors with a list of medications which are being prescribed outside the practice eg by hospital consultants or private providers. These are not available to order from the practice and usually cannot be prescribed in primary care.

HOW TO ORDER YOUR PRESCRIPTIONS

ONLINE ORDERING— this is the preferred method for ordering. Patients with access to the NHS App are able to see their list of repeat medications and can select from the list, add a message if necessary, and send the order through at any time. On our next working day we will pass your request to the most appropriate GP for authorisation. The prescription will then be sent either to your nominated community pharmacy or to our dispensary here at the surgery. The NHS App will allow you to track the progress of your order.

TELEPHONE ORDERING— we have a dedicated call queue for repeat prescriptions now so you can ring **at any time** when the surgery is open to order your medicines. Our reception team are trained to handle your queries and may ask you about any items you are not ordering or any items which may be over-used based on the date of your last order. They will then pass your prescription request to the GP for authorisation before it is transmitted to your nominated pharmacy or to our dispensary.

HOW QUICKLY WILL YOUR PRESCRIPTION BE READY?

Once our receptionist has created your prescription request it is sent to a GP for authorisation (usually the GP who sees you regularly). We process over 240 prescriptions per day so this does take time. We aim to authorise your prescription within 2 working days but could take longer if there are queries with the quantities or the frequency of ordering. The prescription will then be sent to your nominated community pharmacy by electronic transfer. Once received, they will need to assemble the items for you—perhaps ordering them in from their wholesaler or selecting them from their existing stock. Again, this takes time, so it can take a further 5 days for your items to be ready for collection. The NHS App may notify you when your items are ready for collection or you may receive a text message from the pharmacy to let you know when to collect them.



DISPENSING AND NON-DISPENSING PATIENTS

When you registered with Corbridge Medical Group you would have been designated as 'dispensing' or 'non-dispensing' based on your address. Patients who live more than 1 mile from a community pharmacy are entitled to collect medications from our dispensary here at the Health Centre (dispensing patients). Those that live within 1 mile of a pharmacy must collect medications from a community pharmacy (non-dispensing patients). These patients can nominate any community pharmacy but cannot use our dispensary.

HOW CAN YOU HELP THE PROCESS TO RUN SMOOTHLY?

Please try not to forget to order your prescription because this can lead to additional pressure on the system if we need to rush prescriptions through or it can mean you are without your medication for a day or two. You should order your next prescription when you start your final week's worth of medications to ensure a smooth supply. We have removed the 2pm restriction on our prescription line so you can call us as soon as you realise you are nearing the end of your medication pack.

Please try to synchronise your medications e.g. if you are taking 3 items every day we will be supplying 28 day's worth of each and these should run together so that you order them all in one go, once every 4 weeks. If your medications become out of sync (which can happen if doses are changed or if you are admitted to hospital and have had meds changed) please contact us to ask for the meds to be put back in sync. We can issue an interim supply to put everything back in line. If you have a stock-pile of a particular item please let us know so we can alter future prescriptions whilst you use up these items.

Please attend your review appointments (for most patients this will be in their month of birthday or when prompted by text message) so that the GP can authorise your repeat medications without the need for further contact.

If the hospital prescribes a new item they will write to us and the GP will add this to your prescription—usually as an acute item to begin with just in case this does not suit you—please check with reception if you expect to see a new item on repeat and it is not there—you may need to order this by telephone until the GP adds it to your regular repeat medications. Not all hospital medications can be prescribed by GPs—these may be added to your prescription as a 'hospital only' medication so we are aware that you are taking it.

Please do not ask for additional quantities of medication if going on holiday—you can order online via NHS App or Patient Access (or use the eConsult system on our website home page) whilst you are away so they are ready for when you come back. In exceptional circumstances (eg if you are away for more than 4 weeks) we can issue a larger quantity but this will need prior agreement from the GP. If you are away elsewhere in England we can send your prescription to an alternative pharmacy nearer to where you are staying so you can maintain the 4 weekly cycle.

