

Your doctor has prescribed medication that can be repeated without seeing the doctor on every occasion when you need a further supply.

To request repeat medication either;

- Tick the item(s) to be repeated on the repeat counterfoil, or;
- Write it on a piece of paper, copied clearly from the previous label.
- In order to avoid prescription errors we do not normally accept requests by telephone. Special arrangements may apply for infirm or housebound patients.

Unless otherwise indicated, your prescription will be left at the surgery for collection.

- If you wish to have the prescription posted please enclose a stamped addressed envelope.

Having indicated the medication you require place the repeat slip

- In the metal letterbox by the front entrance to the Surgery
- Give it to the receptionist.

Please be aware that;

Our standard time for repeat prescriptions is 2 days and although we make every effort to meet this there are times when it may take up to 5 days for your prescription to be ready for collection (e.g. weekends and bank holidays).

You should not rely on the minimum period for script collection

- You should indicate clearly those items you want and also those you no longer need.
- You should try not to completely run out of your medication. If you do, or you are in need of urgent medication please make sure this is known to whomever you are giving the prescription request form. They will arrange for your repeat prescription as soon as possible. ***Please try to prevent such occurrences.***

- You should state the reason for requesting repeat medication early, before it is due, for instance if you are going on holiday.
- You should keep an eye out for messages from your doctor such as, attend in person for next prescription, or measurement.

Dossett Boxes

Some elderly patients and those on multiple tablets may use a weekly or daily Dossett box which is re-filled by the pharmacist who usually collects the repeat prescriptions directly from the surgery.

Please attend the surgery in normal hours to collect your prescription.

If you send someone else to collect your prescription they should be prepared to identify themselves.

Collecting your medication

- When you go to your pharmacist please ensure that you receive the full amount of medicines as prescribed by your doctor.
- Please do not accept a partly filled order but tell the chemist instead that you will return later to collect the full amount.
- This advice is given to prevent errors and reduce unnecessary requests for repeat prescriptions.

Admission to hospital

When you are admitted to hospital you should take your prescription repeat counterfoil with you to inform the hospital doctors about your medication.

Please do not take your medication with you as the hospital will confiscate it and may not return it when you are discharged. This leads to unnecessary costs when you leave hospital.

OUT OF HOURS MEDICATION

If you run out of medication outside normal hours (that is after 6pm or on a Sunday) you will find chemists that are open where you can cash a prescription.

If you do not have a prescription, your usual chemist who has your details on computer, will dispense enough to tide you over until you get a new prescription.

If you're usual chemist is closed then any pharmacy that is open will dispense medication to tide you over if you have the repeat prescription counterfoil (the white half of the form).

If you do not have your counterfoils then take the empty box (es,) or bottle (s) with you to show to the pharmacist together with a photo-ID if you have one.

If your medication is on the controlled drugs list you will not be able to get a supply from a chemist without a proper prescription, and you should phone the out of hour's service on 8969 3456.

If you require the 'morning after' pill you can purchase this from a pharmacy. Pharmacists will usually reimburse the charge if you take in a prescription from your GP.

ON-LINE REQUESTS

You can order repeat prescriptions on-line by going to the surgery website www.thenewsurgery.co.uk and following the repeat prescription link. You must register in advance to use this facility by attending the surgery in person with an up-to-date photo-ID and collect your confidential PIN.

Drs S.Miller and Partners
The New Surgery
143a Uxbridge Road
London W12 9RD
Tel; 020 8743 1511
Fax; 020 8740 0310
www.thenewsurgery.co.uk



Repeat Prescriptions

Notes for patients.

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