

BALMORE PARK SURGERY

PRESCRIPTIONS

PATIENT INFORMATION LEAFLET



Introduction to Practice Pharmacy Team

Balmore Park Surgery has two practice pharmacists and a practice pharmacy technician. They can process all prescription requests, so if you have any questions regarding your medication please call the surgery and ask to speak to a member of the Practice Pharmacy Team.

How to request repeat medication

A medicine which has been placed "on repeat" is a drug that your doctor knows you will need to have several times before they will need to see you again. A typical example might be an asthma inhaler that you use every day.

If you have medicines that are on repeat, then we can issue a further prescription when you next need supplies. However, for repeat prescriptions to be issued safely, you must comply with any monitoring or tests requested by your GP or nurse, and be within your medication review date.

If you have failed to comply with the monitoring process or your review date has passed, then we may not be able to issue a prescription for a drug even if it is on repeat. You will need to see/speak to our nurse prescriber/pharmacist or a doctor so that they may re-authorise the repeat(s).

There are several ways you can order a further repeat prescription for your drug(s):

- Order via patient access online
<https://www.patientaccess.com/>
- Ask a pharmacy to order on your behalf

- Using the repeat prescription post box secured to the outside of the building for hand written requests and repeat slips

We do not accept requests by telephone. Please use one of the methods listed above instead.

Please nominate a pharmacy for your prescription to go to as all prescriptions at the surgery are electronic.

Electronic Repeat Dispensing (eRD)

If you get regular or repeat prescriptions, you could save time by switching to eRD. eRD sends your prescriptions electronically from the surgery to a pharmacy of your choice, you do not need a computer or electronic device, the surgery will set it up. eRD allows the surgery to prescribe your regular medications for up to a year at a time. Your regular prescriptions are stored securely on the NHS database, so they will be ready at your pharmacy when you need them.

Using eRD you can:

- Save time by avoiding unnecessary visits to the surgery every time you need to order a repeat prescription.
- Pick up your repeat medication directly from your pharmacy without having to visit your GP.
- Spend less time waiting for your prescription in the pharmacy or GP practice.

Acute medications (not on a repeat list)

When a medication is issued as a one-off for short term use it will not be added to your repeat prescription list. Your GP may decide to keep new medication on your 'acute' list to ensure your condition is reviewed and stable before adding the medication to your repeat list. If you need a medicine not on your repeat list please request it online via our website, or on a paper slip available from the reception desk. You may be contacted to discuss the medication to ensure it is safe and appropriate to continue before it is issued.

New medication/ Hospital changes

If you have been to see a specialist elsewhere or have been recently discharged from hospital and your medications have been changed, please feel free to drop the letter into the surgery or email it to:

prescriptions.balmorepark@nhs.net

Hospitals should always discharge patients with 2 weeks supply of medication and clinics will always issue a prescription on the day of the appointment if you need to start it straight away. We do receive copies of clinical letters and discharge summaries etc but please note it may take a couple of weeks before changes are implemented.

Private prescriptions

If you have been started on medication by a private healthcare practitioner, they may give

you a private prescription. You will be expected to use the private prescription to gain supply of your medication from a pharmacy. If your care is being passed back to the GP i.e. you have no further planned follow-up privately and you are expected to continue taking the medication, then your GP may be able to prescribe your medication on an NHS prescription, however this is not always possible and will depend on the medication and clinical circumstances.

OTC (Over The Counter) Medication

Your GP, nurse or pharmacist will generally not give you a prescription for OTC medicines for minor health conditions. Instead, OTC medicines are available to buy in a pharmacy or supermarket.

By reducing the amount the NHS spends on OTC medicines, priority can be given to treatments for people with more serious conditions, such as cancer, diabetes and mental health problems.

Contraceptive Pills

Please complete the form on our website each time you require a repeat prescription.

For combined contraceptive pills and patches we require a blood pressure, weight and height reading to be included with the form. We have machines in reception for these so you do not need an appointment each time. (If you take the mini-pill/progesterone only pill these readings are not necessary).

Please request your repeat medication in plenty of time; it takes at least 3 working days to process requests, and 2 working days for the pharmacy to make up the prescription.

Top Tips

- Only order the items you need
- If you receive items you did not order, please tell us or the pharmacy, so we can make sure it doesn't happen again.

*A report by the Department of Health estimates that **unused medicines** cost the NHS around **£300 million every year.***

Did you know...

The NHS currently spends around **£136 MILLION A YEAR** on prescriptions for medicines that can be bought from a pharmacy or supermarket, such as paracetamol.