

When should I see my Nurse or Doctor about my medicines?

Patients receiving care for a chronic disease or a long term condition will require regular monitoring, and will therefore need to have a review with the Nurse or Doctor.

You should make an appointment if you feel that a medicine is not working well, or if you think that the medicine is causing side effects. It is important to tell your Nurse or Doctor if you have stopped taking a particular medicine.

You will be encouraged to make regular appointments with your Nurse or Doctor to review the medicines you are taking to ensure that they are still working and that they suit you. If you no longer have a medication on repeat then it cannot be dispensed again until you have attended a review appointment.

Your repeat medicine computer printout tells you how many repeat prescriptions for each medication you have left.

When you have no more repeat prescriptions available then your review is likely to be due. If you are unsure whether you need to see your Nurse or Doctor, contact the dispensary for advice.

Shipston Medical Centre
Badgers Crescent
Shipston on Stour
Warwickshire
CV36 4BQ
Tel: 01608 661845

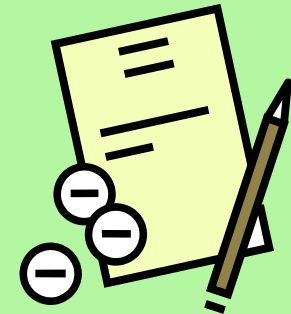
www.shipstonmc.warwickshire.nhs.uk



Shipston Medical Centre Patient Information

*Dispensary lines open 24 hrs a day,
7 days a week
Leave your message on: 01608 662733
or via website at
www.patient.info/patient-access*

***Repeat
Prescriptions***



What is a repeat medicine?

A repeat medicine is one that you can request without needing to attend an appointment. The number of times you can request your repeat medication without seeing your Nurse or Doctor will depend on your medical condition. Usually 7 or 13 repeats are authorised.

When you have no more repeat prescriptions available you will need to see a Nurse or Doctor so we can make sure that your medication is still right for you and that it is still safe for you to take it.

How do I know what repeat medicines I am prescribed?

Every time you collect your medications either from the dispensary or the chemist, you are given a computer printout of your repeat medicines (on white paper).

The printed list is for your information. It can be used to order your medicines next time you need them. It is not a prescription, these are printed on green paper.

How can I order repeat medicines?

Our preferred option is that you use our online service to order your medication. To use this service you have to be registered online. (For more information please see our website).

If you cannot do the above you may also telephone the dispensary and leave a message stating your name, date of birth, which medicines you need, and a telephone number where we can contact you.

If you have a query about your medication highlight this in your message and Repeat Medications Facilitator will phone you back.

Alternatively you can hand in the repeat order form that comes with your prescriptions each month.

- *Tick those medicines you require* and post the printout in the special repeat prescription boxes in the surgery and at the chemist.
- You can also post or fax the list to us

How often should I order repeat medicines?

Whenever possible, place an order once every 28 days. Multiple requests generate a lot of work for the practice.

How much should I order?

Please order only those items you will need in the following 28 days. There may be medicines on your list that you do not use everyday, and will not need to order every month. These will not be taken off your list if you do not order them each month.

Last year patients of our practice returned £95,000 of unused medications, which cannot be used again. Please help us reduce this waste by ordering only what you need.

If you do have medications you no longer need please bring them to the dispensary or to the chemist for safe disposal.

What do I do if the item I want is not on my repeat list?

Leave a message with dispensary and our Repeat Medication Facilitator will contact you with advice about what to do next.

When can I collect my prescription?

If your medications are dispensed by the practice, please allow 2 working days from the time you place your order.

If your medications are dispensed by the chemist, please allow 3 working days from the time you place your order.

A number of checks are made to ensure you receive the right medicines – this takes time!

Please pick your medications up promptly, as the practice does not have sufficient space to keep dispensed items for long periods of time.

Alternatively, if your medications are dispensed at the practice we can deliver them to your home, free of charge. Please ask us about this service next time you order your medications.