

Repeat prescriptions

Oct 2017

Due to the pressures on General Practice that you will have heard about in the media, we have been looking at ways to free-up GP and nurse time to be able to spend more time seeing the patients who need to be seen.

We found that a large number of appointments and time within appointments was spent issuing repeat prescriptions. We have a normal process that guarantees your prescription to be ready within 2 working days of the request being made and this is used successfully by the vast majority of our patients.

To help keep appointments for those that truly need them, we have decided that Doctors and Nurses will no longer issue repeat prescriptions within normal appointments. Should you ask for them in your appointment, you will be asked to request them in the normal way. Please do not be offended - your doctor or nurse is just being fair to all our patients and enforcing the policy that we have always had as communicated in your practice welcome pack and on our website. Please try to be organised and request your medications in good time to avoid being left without medication for any period of time.

If you have any repeat medications, you will need to have this reviewed on an annual basis at least. For most patients with Long Term Conditions, this will include having blood tests and or seeing the nurse for further specific tests. Again, you can help us and save yourself time by being organised; if you think or know that you need a blood test, please book a routine telephone appointment to arrange this. You can then arrange a follow up routine face-to-face or telephone appointment to complete your review. Your doctor or nurse will help decide with you whether you need to be seen or if telephone appointments are appropriate.

We would also like you to nominate a usual pharmacy so we can send prescriptions directly to them electronically. This is safe and secure and avoids lost prescriptions. It will also help save you and our receptionists' time as you don't have to queue to collect the prescription. You can still opt for a paper prescription should you ever need to use a different pharmacy from your usual nominated one. Just let us know which pharmacy you would like to use at your next prescription request.

Methods of requesting repeat prescriptions:

1. Online via Patient Access (speak with reception to set this up)
2. By email LEWCCG.g85038-general@nhs.net
3. By submitting written request (silver letter box in entrance lobby)
4. Via your pharmacy (speak with the pharmacy to set this up)