

## **The New Surgery – Review of Repeat Prescribing Policy**

The New Surgery now has more than 4200 patients who are prescribed repeat medication. This means that our system for reviewing patients who take repeat medication needs to be very robust to ensure that processing requests for usual medication are not delayed. Prescriptions are usually available within 2 working days from the date of request providing you have attended for routine monitoring and review.

Please do remember that according to Department of Health guidelines, the practice is unable to take requests for repeat or acute medication over the telephone unless you are known by the practice to be permanently housebound.

Requests must always be submitted in writing using the prescription counterfoil or handwritten on one of the practice's repeat medication request slips or written legibly and submitted on paper OR online - **we would also urge our patients to consider using the popular on line repeat prescribing request service**. Receptionists have all the details as well as details of prescription request services operated by local pharmacies on the patient's behalf which are also becoming very popular.

**From 1<sup>st</sup> June 2012 we shall be undertaking a full review of our Repeat Prescribing Policy to see if we can improve upon our existing process.**

To do this we will be trialling a new system whereby we do not accept requests for repeat medication until 7-10 days before the medication is due. You may continue to leave your request in the box in reception but **not before 7-10 days before the medication is due**.

**We ask you to ensure that you do not leave the request in the box (or send it in to the practice) until 7-10 days before it is due. If you do leave the prescription request too early a staff member will contact you accordingly and will ask you to resubmit at the appropriate time.**

Additionally, we shall also be asking you to attend for a medication review at least once every year (this may be more often for some patients and you will be advised by your doctor if this applies to you).

**If you do not attend for your booked medication review we shall be unable to prescribe any more items on repeat prescription until you have had a review appointment with the doctor and we cannot provide an urgent appointment for this.**

We suggest that when there is only one issue left of your repeat medication that you make a non-urgent appointment with your GP for monitoring and review. **Please note that appointments to book ahead to see a doctor for any non-urgent appointment are available up to six months in advance and receptionists can book these for you.**

We shall also be providing 56 days supply of drugs where it is appropriate instead of the usual one months' supply, however, there are some medications including pain killers and sleeping tablets that will still be supplied in the current way. Please do remember to only tick **the items you require – you don't have to request everything every time, unless you need it. When you are going away on holiday please advise us accordingly on your request and we will ensure that you are prescribed medication to cover the period whilst you are away.**

We very much hope that you will bear with us through the difficult period whilst our patients come to understand that a new policy is in transition and we ask for your patience and support. The new process will be under review by the Practice and the Patient Reference Group. Please feel free to write down any comments and these will be passed on by the reception team accordingly.

We value your support and advice in shaping our new policy that we believe is necessary to improve on our existing system.

Debbie Elam MIHM  
Practice Manager