

Please plan ahead

- Please remember that the surgery is closed on Bank Holidays. Please order your prescriptions in plenty of time to cover Bank Holiday periods.
- If you are going on holiday please put your request in at least a week ahead and indicate on the slip the date that you are going away.
- If you are ordering your request earlier than usual or requesting more than a month's supply than make sure you give us the reason for doing so.
- If the doctor has indicated that you need to be seen for medical checks prior to your next prescription please make an appointment to see a doctor two weeks before your medication is due.

Medication switches

The surgery must manage its prescribing budget in the most cost effective manner. The resultant savings can be used to provide other important services on the NHS. Therefore we may occasionally change your medication for a similar drug which has come off patent and hence become cheaper. Drugs will also be changed if there is a safety alert over a particular drug. We will make all efforts to keep you informed about such changes. If you have any concerns about any of the drug changes please come and discuss with one of the GP's.

How to obtain urgent medications when we are closed

Please visit your nearest pharmacy with evidence of your current medication. There may be a charge for this service.

Hospital Prescriptions

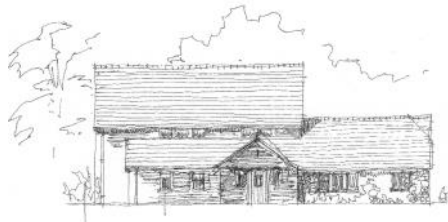
If you are prescribed new medication by a hospital, it will write to the surgery and inform your GP of your new medication. This will take some time, so in the meantime the hospital may, or may not, issue a limited supply of medication to see you through. If you have not received the medication from the hospital it means that the medication is not urgent, so please bring your treatment advice note to the surgery and allow 2 working days for processing. Please do this as soon as you are able in order for us to enter the information onto your medical record. We are unable to issue you with any further prescriptions for the medication prescribed by the hospital until in receipt of this information.

Sorry, we can't ...

... fulfill prescriptions issued by Hospital Consultants, Private Consultants or Dentists. Please take these to a convenient chemist.

And finally!

We hope you find our dispensary an efficient and friendly service. If you have any queries or comments, please do not hesitate to contact any member of the dispensary team.



Leaflet revised: March 2024



Information for *Dispensing patients*

Grey Gable Surgery
High Street, Inkberrow
Worcestershire, WR7 4BW

Tel: 01386 793007

grey.gable@nhs.net
www.greygablesurgery.com

Opening hours:
Monday to Friday, 8am to 6.30pm

Preferred Prescription Collection Times:
8.30am to 12pm and 2pm to 6pm

This practice is within the South
Worcestershire Clinical Commissioning Group



New patients

Before your medication is prescribed, you will need to see the doctor for assessment and confirmation of your medication and dosage. If you haven't already done so, please arrange an appointment.

Are you eligible to be dispensed to?

We can only dispense medication to anyone who lives more than one mile away (as the crow flies) from a chemist. If you live within one mile of a chemist you can get your medication from any chemist but not the surgery dispensary. These are NHS rules which we have to follow strictly. If you are unsure where your nearest chemist is, please visit <http://www.nhs.uk/Service-Search/Pharmacy/LocationSearch/10> and enter your post code.

Repeat Prescriptions

Repeat prescriptions are only authorised by the doctor if you require continuing, long term medication. You will need to have an appointment with the Practice Pharmacist of GP for a medication check which is usually carried out once a year unless your doctor has told you otherwise. If it is a year since you last saw the doctor or nurse, please arrange an appointment for a medication check before you request a further supply. The medication review date appears at the end of the side slip of your paper prescription.

We prescribe repeat medication in 28 day amounts.

This is in accordance with NHS guidelines and is seen as the best balance between patient safety, drug wastage and patient convenience.

Patients who are not exempt from prescription charges should consider purchasing a pre-payment certificate which may be more economical. There are a few exceptions to the 28 day guideline, for example Contraception and HRT are prescribed for 3 months at a time. Again, these exceptions are strictly regulated.

Obtaining your repeat prescriptions

Requesting a repeat prescription

Please note that you may only order prescriptions for yourself. This applies to everyone aged 16 years and over. These are NHS guidelines put in place to protect confidentiality and to reduce prescribing errors. If you have a carer or there are exceptional circumstances as to why you cannot order prescriptions by yourself, you or your carer can let us know and we will make alternative arrangements.

- **Online – NHS App** [NHS App and your NHS account - NHS \(www.nhs.uk\)](#) or **Patient Access** <https://patientaccess.com>
- Your request can be made **by returning the side slip of the paper prescription** that came with your last prescription. Please indicate clearly which of the items you require and hand to any staff member or place in the post box. You may also post this slip to the surgery if that is more convenient. Please make a note of your request in case there are any postal delays and allow extra time for postage.
- For patient safety, repeat prescriptions cannot be accepted by telephone as this may lead to mistakes. We will accept telephone requests after 10 am from housebound or infirm patients only.

Collecting your prescription

Please allow two working days (48 hours) notice for repeat prescription processing

- If you order your prescriptions on-line over the weekend, please bear in mind that we will not receive the request until Monday and therefore your prescription will be ready for collection on Wednesday.
- One-off prescriptions may occasionally take longer than two working days (48 hrs) as they need to be re-authorised by the doctor.
- Unfortunately, for reasons of safety, we cannot allow children under the age of 16 to pick up prescriptions.
- If you have consented to collect from the vending machine, you will receive a text message when your prescription is ready.

Why we need 48 hours to process your prescription

- The surgery must make checks before issuing or dispensing prescriptions. These checks vary and may include blood tests or blood pressure checks.
- If a medication does not appear on the side slip of the paper prescription then the request has to be passed to the doctor for authorisation and this can delay the process.
- We cannot keep large quantities of every medication in stock. So on certain occasions we have to order these in and that takes time too.
- On rare occasions a medicine has to be specially formulated and it can take longer than 48 hours for the process to be completed. The dispensary staff will aim to keep you informed if this is the case.