

Frequently Asked Questions

Q. Why does it take 48 hours to process the prescription at the Surgery?

A. The Surgery processes approx. 562 repeat prescription requests per day across the four Practice sites. Each request has to be checked to ensure that it is legitimate and appropriate before it is signed by the Doctor. The prescriptions are then sorted according to whether they are to be collected from reception, posted, or Pharmacy. Many requests generate queries or problems that only a Doctor can sort out. To do this job efficiently, it takes about two working days.

Q. When will a medication item be taken off repeat or *not* be put on repeat?

A. It is not always appropriate to add or to continue a medicine on repeat prescription. This is because the medication may be a short course for an acute problem (i.e. antibiotics for an infection) or because a medication item may need changing or a dose adjusting. On a regular basis.

Q. What if I need my medication urgently?

A. In an emergency, the Surgery is able to produce a prescription on the same day, but the disruption it causes to the smooth running of the system can cause more delays for other patients.

Q. How do I get more medication that the hospital has recommended?

A. The hospital will usually give you up to 5 days supply of your new medication they have advised. Please provide reception with a copy of the hospital letter to obtain more

Free Prescriptions

Certain groups of patients are entitled to **FREE** prescriptions. These include people under 16 or in full-time education up to the age of 18 and people aged 60 or over.

If you find that you are unable to get free prescriptions, but you need regular medication, a Pre-Payment Certificate may save you money. For more information, please speak to the pharmacist or visit the Practice website (www.boamhp.co.uk).

Repeat Dispensing

If you, or someone you care for, use the same medicines regularly, you may be able to benefit from repeat dispensing from the Pharmacist. This means you won't have to visit the Surgery each time you need more medicine as it will automatically be ready to collect each month from your chosen Pharmacy.

What do you need to do?

The first step can be to talk to your Doctor at your next appointment and ask them if you can use repeat dispensing. Alternatively, you may telephone the Surgery and inform a member of the prescription team that you would like to go on repeat dispensing or send a query via your on-line account.

Winsley Dispensary

Patients living in certain areas may be eligible to collect their repeat medication from Winsley Dispensary. To find out if you are eligible please ask at reception or visit the Practice website (www.boamhp.co.uk).



**BRADFORD ON AVON &
MELKSHAM HEALTH
PARTNERSHIP**

Repeat Prescription Service



www.boamhp.co.uk
Revised 16.09.15

What is a repeat prescription?

A repeat prescription is medication that your Doctor has authorised on your medical record which can be supplied for a certain period of time on a regular basis without having to see your Doctor each time to renew.

Repeat prescriptions are normally authorised for a period of 6 to 12 months but this may vary depending on the type of medicine and at the Doctor's discretion.

Your Doctor will usually give you your first repeat prescription which will have 2 parts:

- The **GREEN** part is the actual prescription which you give to the Pharmacist to obtain your medication.
- The **WHITE** part shows the list of drugs that you can order as repeat issues. We also call this the repeat re-order form. Please keep this slip as you will need it to order more medication when you next issue is due.

When should I request my repeat prescription?

Before you run out of medicine, you will need to submit your request to the Surgery at least a few working days in advance.

Your paper repeat prescription will be ready to collect within **48 hours** from reception. Please allow longer than this if you wish your prescription to be sent to a Pharmacy of your choice.

How do I submit my request to the Surgery for more medication?

- **On-line**

If you would like to order repeat medication on-line via the Practice website (www.boamhp.co.uk), please register for this service by showing the receptionist proof of photo ID (passport/driving licence) or a utility bill. A username and password will then be issued.

- **In person**

By ticking the relevant medication on the **WHITE** repeat slip and dropping the request into the Surgery (or posting through the letter box if the Surgery is closed which is emptied on a daily basis each week day).

Any item not ticked we assume is not required. If you have mislaid this slip then there is a blank medication request form available at reception for you to complete.

- **By post**

You may send your repeat slip request by post to the Practice with a stamped addressed envelope if you wish the prescription to be sent back to you.

- **By fax**

You may also fax your repeat slip request to the Surgery addressed for the attention of the Prescription team:

| | |
|-----------------------|-------------------|
| BOA Health Centre | 01225 8 6 8 4 9 3 |
| St Damian's Surgery | 01225 898499 |
| Winsley Health Centre | 01225 869327 |

Please **only** request those items that you **need** and do not stock pile medication.

Medication Reviews

A review date is stated at the top of your **WHITE** repeat request slip in **bold writing**. Please check that the review date has not expired. If you are due a review please make a telephone appointment with your Doctor.

If your review date has expired, the receptionist will tell you how to obtain a further prescription. This may involve making an appointment.

If you need your medication before that appointment, please tell the receptionist and they will organise what to do next.

When a review is needed or overdue, your Doctor may stop your medication if it is considered unsafe to prescribe before a clinical review is completed.

This is to ensure that your medication is correct, at the right dose and that you are getting the best from your medication.



If you are requesting medication before you have used the previous supply, please inform the receptionist of the **reason**, otherwise it may not be issued until the due date.