

## **Medication reviews**

Doctors periodically ask patients to come in for a review to ensure you are receiving appropriate care and management of your medication.

We will put a reminder in or on your bag when this is due. Please make the necessary appointment as soon as you get the reminder to prevent a delay in us processing your next medication request.

The date your next medication review is due can be found on the white repeat copy attached to your bag. This slip lists all medication the doctor has authorised as a 'repeat'. Beneath each medication you will see 'review due on: followed by the date.

An overdue review date **does not** prevent you from requesting medication but it can delay the process due to additional checks having to be made before the request can be processed.

## **Additional information**

We are only permitted to dispense medication for our patients who live more than 1 mile from a pharmacy as the crow flies.

We have a practice policy to dispense a 28 day supply of medication at any one time to reduce waste and unnecessary costs to the NHS. We can make exceptions to cover extended travel or holiday periods.

Please dispose of expired or unwanted medication safely. If it has been dispensed by the practice please return it to the dispensary otherwise it may be taken to any pharmacy for safe disposal.

Please help to reduce the huge cost to our NHS from wasted medication by only ordering what you need each month and checking your bag before leaving the practice.

## **FRESHWELL HEALTH CENTRE DISPENSARY**

### **Opening times:**

Monday to Friday:

**9am to 1pm and 2pm to 6pm.**

### **Contacting dispensary**

Please feel free to contact the dispensary at any time by emailing queries or requests to [freshwell.dispensary@nhs.net](mailto:freshwell.dispensary@nhs.net)

If you are unable to email us you can call the surgery and ask to be put through to dispensary. Please note we do not have a direct line and CANNOT take requests for repeat medication over the phone.

Currently we are asking that you allow us 5 working days to process requests for medication. Staffing levels and medication supplies are unpredictable due to COVID-19. We appreciate your patience and understanding during this difficult time.

The surgery phone lines are very busy, please avoid calling to check if medication is ready where possible. If you have allowed us the 5 working days there is no need to check.

This timescale applies to both requests for medication we dispense at the practice and to prescriptions that are taken to a pharmacy for dispensing.

Please allow extra time for Bank holidays and busy periods such as Christmas and Easter.

## Requesting medication

Please use one of the methods listed below to place a request for further medication:

- By **email** to freshwell.dispensary@nhs.net please include name, address and date of birth and exactly what is required.
- Via **SystemOne online**, please obtain a password from reception.
- **In person** by putting a written request in the jug by reception. Please include name, address and date of birth if you are not using your white repeat slip.
- Via our **managed repeat service** – please ask or see overleaf for more details.

We require **at least 5 full working days** for processing medication requests and this does not include weekends or bank holidays.

You can use any of the methods above to request medication even if it is not something you have regularly or monthly on repeat but please include as much detail as possible about what you require.

Please only request the medication you need or will use within the month and please request each item by name. Where possible avoid asking for 'all my medication' or 'all my repeats'. This helps us to process requests accurately and reduce wastage by not dispensing un-wanted medication.

## Managed Repeats

We have developed a system that allows you to request your next supply of medication at the point of collection.

This system is available for patients on a stable and regular monthly (28 day) medication regime.

## **How it works:**

- At the time of collection you will need to use the white repeat slip to request the medication you will require for the following month.
- You will need to tick on the sheet which items you require.
- We then date and file this request slip for processing at a later date.
- Your medication will be ready for collection 28 days after the date of your previous collection. The date will be attached to your bag please keep this in a safe place for reference.
- We do not process the request immediately after your collection.

For this to work effectively please notify us of:

- Any changes to your medication as they happen so that we can amend your pending request appropriately ensuring you receive the correct medication at your next collection.
- The need to collect medication any sooner than 28 days after your last collection, for example if you are going on holiday, so that we can have the medication ready for you.

Many patients find this system works very well for them because it removes the need to place a request with us in between collections.

The system depends on the correct information being given to us at the point of collection.

If you send a representative to collect your medication for you please make sure they know what to request for you for the following month.