

Guide to Prescriptions

What is a Prescription?



Prescriptions are an instruction written by a doctor that authorises a patient to be issued with a medicine or treatment. For example, a doctor may issue you with a prescription for items such as antibiotics for a chest infection or ongoing blood pressure problems. The prescription form (or FP10) is a green form that has your details and the medication on. The Doctor needs to sign the bottom part to allow you to get the medication from the pharmacy.

Acute items: These are items the doctor will prescribe as a one-off, such as antibiotics to treat an infection, or a cream for dry skin. If you require the medication again in the future, you will need to see or speak to the doctor. The doctor will usually tell you if you are able to request more in the future and how to go about this. If they have not told you, you will usually need to make an appointment with them.



Repeat items: These are items that the doctor has authorised for you to have future supplies of. They will be for ongoing treatment such a blood pressure problem. If you have items “on repeat”, they will be listed on the right hand side part of your prescription.

When you are near to running out of your monthly medication you need to put in a repeat request so reception can generate the script for the doctor to sign. We ask for 2 working days to issue a repeat, or 3 working days if an item needs to be “reauthorised”.

You are allotted a certain amount of repeat issues when the doctor originally prescribes the medication. When these issues are used up, you will need to make an appointment to see the doctor (or nurse depending on the medication). All medications need to be reviewed at least yearly, and some more often. The review may consist of a blood test, blood pressure reading, checking of side effects and efficacy, and ensuring you are taking the medication in the correct way. It will state on your repeat form if you need a medication review.

Ordering: You can order your repeat medication in a number of ways:

- Coming down to the surgery and posting your reorder form in the white post box just inside reception. If you have lost your reorder form we can reprint it or you can fill out a prescription form which can be obtained from front desk.
- Using Vision Online Services. This allows you to request your repeat prescriptions online. See a member of reception for sign up details.
- Order online - go on our website www.stlukesandbotleysurgery.co.uk, click on “repeat prescriptions” and a new window will open.
- You can put your request in the post. If you include a stamped envelope, we will send your prescription back to you.
- By fax on 01489 780699.

• **Note: we do not accept requests over the telephone.**

Collection from the Surgery: Your prescription should be ready 2 working days after you have requested it. You are welcome to send a representative to pick it up – they will need your full name and address. Children under 14 will not be allowed to collect prescriptions.

Collection from the Chemist: A number of local pharmacies collect prescriptions from us. If you would like your prescriptions to go straight to the chemist, please let us know which one you wish to use and we will set that up for you. If you choose for it to go to the chemist, please allow one additional working day before collection.

Collecting your Medication from the Chemist: You will need to fill out the reverse side of the prescription form when you collect your medication. The chemist will be able to help you with this, and also be able to advise you whether you are entitled to free prescriptions. If you are not entitled to free prescriptions, you will need to pay £7.85 per item. If you are having regular prescriptions and you pay for your prescriptions, it may be worth getting a Prescription Prepayment Certificate – speak to the chemist about this.

Synchronising your Repeats: Many patients are on more than one repeat medication. It is a lot more convenient for you to have all your medications last the same length of time and run out on the same day. If you find you have some of one month duration and some of two, you are welcome to request that they are aligned. Note that this may not always be possible depending on the medication.

Ordering Early: You may need to order your medication earlier than it is due, for example, if you are going on holiday. If this is the case, please inform us of this when you request your medication – if you order too early without good reason, the request is likely to be refused.

Bank holidays: Remember that when we are closed for bank holidays, you will need to leave an additional day for processing of your prescription.

Extended Holidays: Our policy is not to prescribe more than 3 months medication at a time (with some exceptions, for example, the contraceptive pill). If you are going to be out of the country for more than 3 months, please inform us. You will need to make alternative arrangements to obtain your medication.

Prescriptions from the Hospital: You may have been prescribed a medication by the hospital. If you have not had this medication from the surgery before, please allow extra time when ordering as we may not have had notification from the hospital which will require time to chase up.

Private Prescriptions: There are certain medications that are not available on the NHS, for example, Malaria tablets. These will need to be prescribed on a private prescription. These can be taken to the chemist in the normal way, but there will always be a fee to pay for the prescription and the medication (even for patients who normally get prescriptions on the NHS). There are also certain medications (like those in the Viagra family) which can only be prescribed on the NHS in very strict circumstances. If the doctor decides this type of medication is clinically appropriate but the patient does not fall within the NHS criteria, this will be put on private prescription, and the appropriate fee paid for the prescription (to the surgery), and also for the medication (to the chemist).

In addition, patients who are seen as private patients (usually because they normally live abroad) will be charged a fee by the practice for prescriptions, and will also need to pay for their medication at the chemist.

Problems with Prescriptions: If you have any questions about ordering prescriptions, please ask reception for help. If you have any problems or suggestions about prescriptions, please contact Carmen Beale, Reception Manager.