**Chalkhill Family Practice**

113 Chalkhill Road

Wembley

London

HA9 9FX

[www.chalkhillfamilypractice.nhs.uk](http://www.chalkhillfamilypractice.nhs.uk/)

# **How to order a repeat prescriptions**

If you take medicine regularly you'll usually have a repeat prescription.

This means you can order your medicine when you need it without having to see a GP until your next medicine review.

It is important that the issuing of repeat prescriptions is carefully managed by the practice for the following reasons:

* to ensure that patients receive the correct medication in a timely manner
* only medication that is required is ordered, thus not leading to stockpiling or Waste.
* It is important for patients to understand that medications will not be removed from their repeat list because they are not ordered on every occasion.
* requests are reviewed and approved by the prescriptions team and prescribers within the practice for safety and quality

**Process**

Requests for repeat prescriptions must be received from the patient, parent (if under 18 in most cases) their carer or care home staff.

It is Practice Policy not to accept third party requests from community pharmacists or appliance suppliers. The practice should be confident that the person making the request has the patient’s permission to do so.

Requests can be made via

1. Online apps: ask Reception for further information
2. Logging into your account using the NHS app or NHS website.
3. Completing the right hand side of the prescription slip. Please ask your Pharmacy to supply you this.
4. Completing a prescription request form at Reception

For 3 and 4 above clearly indicating which items are required (please tick each item and cross out any unrequired items) and return to the box provide in the surgery

All required medication must be listed by name as “all repeats” cannot be accepted for safety and good practice and in order to avoid waste.

72 hours are required in order to make the prescription available (excluding weekends and bank holidays).

## **Generic Prescribing**

This practice has an agreed policy to prescribe generically wherever possible for safety and cost effectiveness.

Some medication must be prescribed by brand.

## **Early Requests for Holiday**

Please state on your prescription request if you require a prescription to be issued before it would usually be issued for example, if you are going on holiday. Requests for medication that not due will not be issued.

The surgery usually will be able to issue three month’s supply of medication on request if you are going on an extended holiday/moving abroad. Thereafter you will be required to register with a medical centre in your place of travel in order to receive a further supply of medication.

## **Hospital Discharge Medication / Outpatient Letters**

Patients who have been discharged following a Hospital Admission or seen in outpatient clinics may have changes made to their medication. We will update this at the surgery as soon as we can. If you are given a Treatment Advice form from a consultant/clinic which is a request for your doctor to prescribe medication, in most cases this will be processed as soon as possible. If there are any clinical queries or confirmation needed on the request, this process can take up to three working days. This allows us time to discuss with the healthcare professional any queries.

Should the consultant wish you to start this medication the same day you will have been given a prescription by the consultant.

## **Code Of Practice**

* Patient will make their own repeat medicines request. Deviation from this will require the patient’s informed consent
* Practice will provide a variety of methods for patients to request repeat medicines
* Paper-based methods of requesting repeat medicines should utilise the most recent printed repeat prescription request slip (right hand side of FP10 (prescription) form) wherever possible
* All parties will communicate regularly and work together to ensure the accuracy of practice held records and minimise unnecessary waste of NHS resources

### **Patient Agreement:**

* Be responsible for requesting own repeat prescriptions. Which can take up to 72 hours to process as per the practice policy
* When requesting repeat medicines, only to request regular items that will be required within the next 7 days, and ‘when required’ items as needed
* Keep the most recent printed repeat prescription request slip and use it to request the next supply as above (unless using email / web-based systems)
* To discuss with the practice / pharmacy any repeat medicines that they do not want to continue to take, or are stockpiling, to minimise waste
* Provide confirmation in writing that the pharmacy is authorised to collect repeat prescriptions for them, or to change a pharmacy nomination and to discuss relevant medicines management issues with the practice
* Inform pharmacy / practice as soon as possible of any changes affecting their regular medicines, to ensure that Patients Record is kept up to date
* Attend medication reviews and clinical checks at the GP practice when requested

### **Pharmacy Agreement:**

* All patients who are capable, to request repeat prescriptions for themselves; notify the practice of patients who may not be in a position to re-order their own medication
* Keep comprehensive records of all requests, so that there is an audit trail for every prescription from receipt of prescription to prescription delivered (or collected)
* On day of dispensing, confirm that every medicine prescribed is required by patient, and notify practice of any ‘Not Dispensed’ medicines, to maintain accuracy of practice records. (On FP10, annotate as ‘ND’ and strike through item and return Rx to surgery to record to be amended.)
* Ensure that the patient is made aware of their regular practice medication review dates
* Where possible, for medicines requiring closer monitoring e.g. warfarin, methotrexate, lithium, record clinical monitoring on your computer records in-line with Patient Safety Good Practice Recommendations
* Pharmacy staff, including drivers, to ensure there is an audit trail will present identification when picking up the prescriptions, which will be in sealed bags from the surgery
* Upon receipt of the prescriptions any discrepancies are notified to the practice