

19. Collecting prescriptions

- A clear timetable of when prescriptions will be ready for collection is on display at Reception, on the Practice website and below.
- Prescriptions will be available for collection at your designated pharmacy, or collection from the Practice Reception can be arranged on request.
- A clear protocol is in place to allow for the safe handing-over of the correct prescription to the correct patient or their representative.
- Formal ID will be checked where there is any uncertainty about the identity of the person collecting the prescription and a signature will be required.
- Collection of prescriptions by children will be at the discretion of the Senior Prescription Administrator or authorised deputy and will need the permission of the parent/guardian or the person for whom the prescription is being collected.
- Prescriptions for controlled drugs awaiting collection are entered into a log book and both the member of staff and the person collecting will be required to sign to before the prescription is handed over. This procedure also applies to drugs subject to abuse and follows NPSA recommendations.
- Requests to fax prescriptions to community pharmacies will be agreed only in exceptional circumstances.

Collection times for repeat prescriptions		
Monday before 2pm	READY	Wednesday
Monday after 2pm	READY	Thursday morning
Tuesday before 2pm	READY	Thursday
Tuesday after 2pm	READY	Friday morning
Wednesday before 2pm	READY	Friday
Wednesday after 2pm	READY	Monday morning
Thursday before 2pm	READY	Monday
Thursday after 2pm	READY	Tuesday morning
Friday before 2pm	READY	Tuesday
Friday after 2pm	READY	Wednesday morning

Repeat Prescribing Policy

Patient Information Leaflet



1. Purpose

The purpose of this policy is to ensure a structured, systematic approach to repeat prescribing for our registered patients to enable us to provide a safe and efficient service. We will endeavour at all times to make sure that our repeat prescribing process is clinically safe, of a consistent high standard, up-to-date, accessible to staff and patients, supported by appropriate education and training, with review and evaluation undertaken on a regular basis.

2. Practice Roles and Responsibilities

The Practice Partners have overall responsibility for ensuring that the processes for issuing prescriptions at the Acorn Surgery are governed by safe and robust protocols.

The Lead GP for Prescribing and Medicines Management is Dr Gysbert Fourie. Dr Fourie is supported in this role by the Practice Manager, Mrs Patricia Hawitt Palmer, and by members of the Prescription Team, Mrs Victoria Pilkington, Mrs Valerie Warner Howden and Miss Lorna North.

3. Information , Guidance & Responsibilities of Patients

Patients already on repeat medication should ensure they have sufficient medication from their current GP before applying to register with the Acorn Surgery. When patients register they must provide an up-to-date prescription re-order slip or if this is not available, they should ask their previous GP Practice for a summary print out of their current medication, detailing strengths and dosages. This is to allow time for the patient records to be received at our Surgery.

Newly registered patients who are already on repeat medication will be required to make an appointment with a Nurse for a 'new patient consultation'. At this appointment the Nurse will confirm with the patient that they understand the reasons why they are taking the medication, to consider whether all the drugs need to be continued, to review the strengths and dosages and to look at any possible interactions between the drugs before organising to set up the medication as a repeat prescription. If transferring from a GP Surgery outside of the Cambridge & Peterborough Area, some medications may need to be changed to bring in line with our local prescribing guidelines. Anyone registering with the Practice who requires controlled drugs will have the dosages confirmed with their previous GP surgery.

Where possible, requests for a repeat prescriptions should be made by the patient themselves or their carer but requests will be accepted by eg. family members/partners, etc. at the request of the patient.

The default period of supply is 28 days for repeat prescriptions but exceptions may be made by Prescriber to reduce or increase this period for specific drugs and/or conditions.

1. Compliance checks

These are carried out to ensure the safety and well-being of the patient and, in some circumstances, other people eg. if the patient is under-using antipsychotic medication.

- At every repeat prescription request, a check is made to ensure the patient is taking the medication according to prescribed directions.
- Where patients are identified as over or under-using medication, the Prescription Administrator will highlight this to the GP for advice and an interim medication review may be required.

17. Medication reviews

These are carried out to ensure the health and well-being of the patient is optimised and that they are clear about why they are taking the medication, how it should be taken, any possible side effects and for how long the medication may need to be taken.

- Patients will have a full medication review at least annually.
- When re-authorising, any patient not seen within the last 12 months will be recalled for review.
- Patients aged over-75 or on 4 or more medications will have a medication review every 6 months, unless in exceptional circumstances.
- Patients will be fully reviewed every 6-12 months, in some cases face to face but mainly via telephone consultation.
- Consultation with a relevant clinician and the next review date will be documented in the patient's notes as a reminder.
- Not all reviews require a face to face consultation with a GP, although a thorough review of the patient's current medication and medical record is undertaken prior to reauthorising any medication. The Reception Team are able to advise the patient whether a consultation is needed in their case.

18. Private prescriptions & Holiday Requests

A message appears on the patient's record that prescriptions are to be issued as 'private'. A charge is made for the provision of the private prescription in all circumstances other than medication for erectile dysfunction. Where a patient requests an acute medication in relation to their holidays, these will be provided as a private prescription if approved by the GP. There will be a charge for this type of prescription.

Private prescriptions are processed separately to NHS Prescriptions and the administration of these will be handled by the Prescription Team in conjunction with the GP.

Patients should be aware that in some circumstances the pharmacy may also charge a dispensing fee.

13. Processing Repeat Prescription Requests

- Repeat prescriptions are computer generated via the patient's electronic medical record and sent electronically to a designated pharmacy.
- Only medication that is within the review date will be issued.
- Only medication that appears on the repeat prescription list will be issued, unless in specific circumstances.
- No more than 6-12 issues are allowed without further review .
- If a review is needed before the next prescription is due, a note will appear on the token provided by the pharmacy to inform the patient .
- Should the GP need to talk to the patient before any further medication is issued, the patient will be contacted without delay.
- Patients who fail to attend when requested to have a medication review will have the period of supply reduced until they are seen.
- If after the month, the patient has not attended for a review and another request is made, consideration to reduce the quantity of supply or refuse further supplies will be considered by the Prescriber.

14. Items not currently authorised for repeat

- If an item has previously only been given as an acute prescription (short-term), it cannot be reissued without the GP/Prescriber's authority.
- If the Prescriber then authorises for repeat, they will add the item to repeat medication list with full details including directions for use, number of issues and/or review date and minimum interval between issues as appropriate. At this stage the Prescriber will issue, sign and send the prescription electronically to your designated pharmacy
- Hypnotics and anxiolytics, antibiotics, vaccines, dressings, nicotine replacement and the anti-obesity drug Orlistat will not be on repeat unless there are exceptional circumstances.
- Once a patient has been stabilised on new medication, the GP will remove it from the 'acute medication' list in their record and place it on the 'repeat medication' list.

15. Lost prescriptions or medication

- Confirmation is needed that adequate steps have been taken to locate the lost prescription or medication before the request is passed to the GP.
- A note of the event will be recorded in the patient's medical record.
- An incident report will be documented in the Practice records.
- For safety reasons, patients who have lost or had stolen prescriptions for medication liable to abuse **must notify the Police and MUST inform the Practice of the incident/crime number before any further prescription is considered for issue.**

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4. A minimum of 48 hours is required for the Practice to process repeat prescriptions.

These can be ordered online via the clinical system, using personal log in details, this can be obtained by completing our online registration form and providing proof of ID and address. Alternatively patients can request by email, via the website, in person, in writing by completing a request slip and posting in the box at Reception. Please note: For safety reasons requests can not be over the phone

This period of time allows the Practice to deal with the prescription request safely, for the GP to review the patient's notes and to deal with the administration associated with each request - the Practice has hundreds of requests to deal with each day.

Any patients found to be regularly misusing the system will be sent a letter reminding them of the Repeat Prescribing Policy, together with a copy of this information leaflet, which is also provided when first registering with the Practice. Copies are obtainable in the surgery waiting areas and available for download from the website..

Note will be taken of any comments made by patients about the repeat prescribing process and shared confidentially with the Patient Group, views will be gathered via patient surveys and via the complaints and feedback process.

5. Requesting Prescriptions

Patients must submit their prescription request on time this can be up to 7 days before the next issue is due. Patients should give 48 hours, ie 2 full working days notice when ordering repeat prescriptions. No prescriptions are issued at weekends or on bank holidays. In a normal week a prescription ordered on a Friday will be ready the following Tuesday. When ordering by email, the patient is informed when the prescription will be ready for collection. A notice is available at Reception, on the Website and on Page 8 of this booklet, setting out timescales for processing repeat prescription requests so that patients are aware of when they can anticipate their prescription is ready for collection. All repeat prescriptions should be completed within 48 hours, unless the patient has not had their medication review, which may delay the process.

6. Early requests

If no reason for an earlier than expected request is given by the patient, the request will not be authorised. If the computer indicates 'overusing', the records will be reviewed and the patient may need to have a consultation before medication issued. Early requests because of holidays will be documented in the patient's notes.

7. Batch Prescriptions

If the patient's condition is stable, it may be possible to issue a batch prescription, depending on the medication they are taking. This means a prescription is given for a 6-month period and the patient will not need to request each month, but just collect direct from their pharmacy.

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8. Ways to Request Repeat Prescriptions

- Via your own medical record, using SystmOnline, easily accessible from the link on our Surgery Website. Patients need their own personal log-in details, available from Reception.



- Use the prescription request slip preferred for non-internet requests. If the request slip is used to order medication, the individual items needed MUST be ticked. It will NOT be assumed that the patient needs everything listed. If the individual items are not ticked, the prescription will not be issued until the patient confirms the items needed.
- For patients who forget the request slip, a right hand side prescription may be produced for them to use or blank prescription request forms are available at Reception. These will have clear prompts for the information needed to process the request.



- Prescription requests should be posted in the red prescription request box at the surgery.
- Via email using our dedicated address acorn.repeats@nhs.net
- By post, detailing all of the required medication and including a stamped, self-addressed envelope for return.
- By using a pharmacy's repeat ordering service. Please let us know your choice of pharmacy.
- **Telephone requests will not be accepted** unless the Prescriber considers it appropriate to do so for a particular patient and their individual circumstances. This will be clearly documented in the patient's record.

9 Prescriptions for Dental problems

The GP's are unable to issue any medication for dental-related problems.

10. Uncollected/returned prescriptions

In some circumstances patients request medication or are prescribed acute (short-term) medication and they do not collect their prescription from the Practice. Any prescriptions not collected after one month from date of issue will be reviewed, the issue deleted from the patient's record where appropriate and the form confidentially destroyed. A note will be made on the patient's record that the prescription was not collected. Similarly where we are notified by a community pharmacy that the patient has not collected their dispensed medication, a record will be made in the patient's notes to that effect..

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11. Urgent requests (less than 48 hours)

- Requests for urgent prescriptions will not be accepted as 48 hours' notice is required for safe prescribing. However, if it is an emergency, the request will be passed to the doctor who will consider each case, dependent on the medication and the needs of the patient.
- Patients must have a valid reason for requesting a 'same-day' prescription and this will be checked by the Prescription Administrator. Forgetting to order is not a valid reason for requesting an emergency supply.
- In exceptional cases where a patient requests their repeat prescription without giving the required notice period, a message will be passed to the GPs for action.
- Usual allowances will be made for palliative care, nursing home and complex care patients.
- The request will be processed as soon as possible that day, following normal procedures.
- The afternoon deadline for same day prescription requests is 2pm; only emergency prescription requests eg. for end of life drugs will be considered after 2pm.
- The patient (or their Carer) will be advised to collect their Prescription from the Acorn Pharmacy after 5.15pm.
- If a patient consistently requests medication late when they have "run out" this will be brought to the attention of the GP Prescribing Lead and Practice Manager who will make contact with the patient to discuss the 2-day protocol.
- Patients with three incidences of urgent request documented within a 12 month period will receive a letter about abusing the system and an alert placed on their medical record to indicate this.

12. Pharmacy Prescription Collection Services

A Pharmacy Prescription Collection Service is where the patient's chosen pharmacy acts as an agent on behalf of the patient to order, collect, dispense and/or deliver the medication to the patient. This is a particularly useful service for those patients who are housebound. The agent follows the same procedures as would a relative or friend submitting a prescription request on behalf of the patient, collecting it and then having it dispensed.

The pharmacy offering a repeat medication service should do so in compliance with the General Pharmaceutical Council (GPhC). Written permission from patients is required to allow a pharmacy to collect prescriptions on patients' behalf. This is normally obtained by the pharmacy and a copy of the authorisation must be sent to the Practice. The patient's record will state the chemist's name/location in the script destination field on the patient's medical record and will remain there until the patient instructs the Practice otherwise, eg. if they have a change of Pharmacy or no longer wish to access this service. Some pharmacy collections do not take place every day so more than 48-hours may be needed if using this service.

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