

### Ordering your repeat medication

After your first prescription, you will need to order your repeat medication every time you need it, before you run out.

#### You can order it

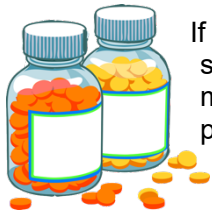
- on the NHS App - this is the easiest way. If you need help, check this [website link](#)
- through Patient Access online. If you need help, follow the instructions on [www.patientaccess.com](http://www.patientaccess.com)
- by filling in the form given to you by your pharmacy with your previous prescription and putting it in the drop box at Reception or posting it in the surgery letterbox if out of hours.
- by asking your pharmacy to re-order. Not all pharmacies provide this service.

#### You cannot order by phone

You must nominate the pharmacy you want to use and the surgery will send your prescription digitally to this pharmacy. You can change pharmacy at any time.

#### Order on time

**Allow 5 working days** - the surgery needs 3 days and the pharmacy 2 days to process the order. Allow extra time for weekends and bank holidays.



If you forget to order, do it as soon as possible. If you need the medication urgently, ask your pharmacy for an emergency supply.

### Order early if you are going away.

If staying elsewhere in the UK you can temporarily nominate a local pharmacy to receive the prescription and collect from them.

#### Delivery

Ask your pharmacy about delivery if you or your nominee are unable to collect it.

Online pharmacies can be nominated and they will always deliver but check the time they need and add this on to the 5 days.

#### Medication not available or in short supply

If your pharmacy does not have your medication in stock, the pharmacy should contact the Leamington Medicines Management Hub who will seek stock elsewhere or prescribe an alternative. The pharmacy will then advise you. You may be directed to another pharmacy that has stock.

Rarely, you may be advised to contact the surgery if there is not an alternative without a further GP consultation.

#### Hospital medication

If you are given a prescription at a hospital, you can only obtain this medication at the hospital pharmacy. If you are started on a new medication by a hospital but not given a prescription and you need this medication on repeat, you must request a prescription from the surgery. The surgery can only prescribe it when a letter or email has been received from the hospital about your needs.

#### Dental medication

GPs do not prescribe medication for dental problems. You must contact a dentist.

### Medication Reviews

Your repeat medications will be reviewed at least once a year around the date of your birthday. Some patients will have more frequent reviews.

A medication review is a text or phone consultation with a pharmacist working for the surgery (not your local pharmacy) to ensure that all your medications are working effectively and safely, and that they continue to be the best treatment for you.

A review by text may link to an online form for you to complete. If you have a problem with completing the online medication review form, contact Reception who will assist you with it, or book a phone call for you with the pharmacist.

#### What happens during a medication review?

You will be asked about any concerns, side effects and changes in your health.

If you have monitoring tests they will be checked. The pharmacist may recommend changes to your medication or ask you to see the GP. If someone helps you manage your medicines, you can ask them to be present at your review and arrange with Reception, a convenient time for everyone involved.



### Taking various different repeat medications

If you struggle with sorting out what to take when, you can ask your pharmacy for help. They may offer you a pre-sorted pack for your daily/weekly needs. If they can't help, seek help from friends or family to manage your needs. Alternatively you could use an online pharmacy that offers a pre-sorted pack.

If you want to synchronise your orders for different medications so that they are all ready at the same time, use the practice website at [www.clmp.org.uk](http://www.clmp.org.uk). Under "Manage My Prescriptions", fill in the form for "Medication Synchronisation Request". If you cannot use the website, contact the surgery.

### Avoid Waste

**Waste medication costs the NHS £300 million each year.**

Do not order more medication than you need. If you stop taking any medication for any reason, inform the Surgery and do not order it.

If you normally ask your pharmacy to order your repeat medication, make sure they order only what you are currently taking. Check the bag that contains your medication before you leave the pharmacy.

**Any surplus medication must be returned to a pharmacy. It must not be binned or flushed away.**



### What you should expect from the surgery. They will:

- prescribe the correct repeat medication for you and maintain your medical record.
- process orders for repeats within 3 days and send them to your pharmacy who need 2 more days
- contact you, or your pharmacy will contact you, if there is any problem with your order
- ensure a review of all your repeat medications takes place at least annually
- advise you if a review shows change is necessary
- try to give you the best possible treatment and respond properly to any concerns

### What is expected of you - the patient.

#### You should:

- take your medication as prescribed
- re-order on time
- if you are going away, order early if necessary
- only order what you are actually taking
- before leaving the pharmacy, check that the pharmacy bag contains only what you need
- stop ordering if you stop taking any medication and inform the surgery
- avoid waste and don't stockpile medication
- take surplus medication to a pharmacy - don't bin it or flush it away
- comply with your medication reviews and do as advised
- contact your pharmacy or surgery if you have problems with your medication. Don't delay in getting advice.



# Repeat Medication



**This information is for people who are on repeat medication.**

That is medication you take regularly, often daily, that is prescribed for a continuing or long term medical condition.