

November 2017

CHANGES TO THE PRESCRIPTION ORDERING SYSTEM

We have received a lot of feedback from our patients to suggest that the repeat dispensing system is not as efficient as we thought. **Repeat dispensing is where we send a batch of prescriptions to a nominated pharmacy.**

The common problems patients report are:

- 1.) Finding that the prescription they were expecting is not at the pharmacy.
- 2.) The pharmacy can't find the item requested and direct patients back to the GP surgery to investigate.
- 3.) The pharmacy have no way of knowing when a patient will arrive to collect their repeat dispensing prescriptions, therefore there can be a delay in the medication being available on the shelf for collection to take away.
- 4.) Sometimes prescriptions can be requested/collected before the date the next prescription is due.
- 5.) Not fully understanding the difference between a repeat prescription and repeat dispensing.
- 6.) Not being aware of when the medication review is due resulting in difficulty obtaining a prescription.

As a practice, we have taken this feedback seriously and decided to scale back the volume of repeat dispensing prescriptions we issue.

WHAT THIS MEANS FOR YOU:

When you next need to order your repeat prescription, you will need to order directly from Littlewick rather than at the pharmacy. (Please note, there may be some pharmacies who do offer the service of ordering medication on your behalf. Please check with your local pharmacy).

You can order repeat medication in the following ways:

- 1.) **SystemOnline** – this is the most efficient way as you can see which items are on your repeat template and when they are due. Once requested, this sends a message directly to the prescription team who will action this. You will need to sign up for this service and provide us with some photo ID. Please speak to reception for more details.
- 2.) **Littlewick Website** – www.littlewickmedicalcentre.co.uk. You will only need to register your email with us once. Each time you need to order medication you need to login with your email address and a password you created. The prescription team receive the request and can email you back if they need to pass on any information. You will need to know the name and dose of which medication you need if you choose to use this system.
- 3.) **In writing** – we have a prescription box on the main reception desk, simply put your request in the box.

You can discuss this further with your GP at your next medication review.

Please remember to allow 2 working days for us to process your prescription. We do not take same day prescription requests. We are also unable to take requests over the telephone due to safety reasons.

PARTNERS

Dr G M Walton GMC 2806576
Dr P D Travell GMC 2803360
Dr M Henn GMC 4059558
Dr P J Halls GMC 2444824
Dr K J Bagshaw GMC 401 5862

Dr V S Mok GMC 4176590
Dr E L Pizzey GMC 4218720
Dr K Owen GMC 4192473
Dr C Garside GMC 4111964
Dr A Shanks GMC 7077762

GP ASSOCIATES

Dr C Small GMC 3584084
Dr H Saunders GMC 6146775