

Urgent Prescription Policy

Due to an increasing number of requests for repeat prescriptions to be issued urgently, we have had to review how we handle these requests in order to provide safe and fair service to all our patients.

If you ask for an urgent repeat prescription, you will need to give the reason for your request. You may also be required to contact the police, in some cases, if the medication has been lost.

Some medications can safely be missed for a few days and you may be advised that your prescription will be issued routinely.

Alternatively, you can take your repeat prescription counterfoil to your usual pharmacy and they can issue you with a small quantity to tide you over until your repeat prescription is issued; there will be a charge for this.

We will not issue urgent prescriptions for items that can be bought over the counter.

If your medication can not be missed, the item will be issued as required.

Please ask the reception staff for further advice on ordering repeat prescriptions.

On-Line Prescriptions and Appointments

You can order a prescription or make an appointment on line using your computer, tablet or mobile phone. The service is available 24 hours a day, seven days a week and is great not just for making appointments, but you can order your repeat medications and check your recorded allergies.

You will need to register first in order to use our on-line or phone app services. Full details on how to register, along with the application form, is available from our website:

www.happyhousesurgery.nhs.uk

You can get the phone app from the Google Play store – look for the Patient Access app

We are sorry (and appreciate the inconvenience caused) but we are unable to register patients under the age of 16 for this service for confidentiality reasons.

We do allow parents to make an appointment in their own name for the child providing you inform us that you have done this prior to your appointment.

Happy House Surgery

Prescriptions Leaflet



Reception: 0191 5282222
www.happyhousesurgery.nhs.uk

How our Prescription system
works and how we can best
deal with your needs.

April 2019

Types of Prescriptions

When you get a prescription from a GP, it will broadly fall into one of two categories:

Acute Prescription

The majority of medications will begin as an acute prescription. Usually this is because:

- You have been prescribed it as a specific course (for example antibiotics)
- The medication is new to you or you have not had it in a while
- The GP needs to monitor the medication

The most important thing to remember about an acute prescription is that reception **cannot** authorise it for you: any requests must go to a GP to be authorised.

Repeat Prescription

If a GP wishes you to have an item on repeat prescription, the GP will create a number of rules which must be followed. These include:

- The amount of medication allowed.
- The time period that must pass before the prescription can be reissued.
- The number of repeat scripts allowed before the medication is reviewed.

Reception cannot override these decisions without a GP's permission

Ordering a Prescription

There are a number of ways which a repeat prescription can be requested:

- On-Line. You need to be registered to do this but, once registered, you can order repeat prescriptions on-line any time day or night 365 days a year. The items you can order are on the screen and you simply tick the items you require.
- Telephoning the Practice on 0191 5282222 – select the prescription option. Please have your sideslip to hand as, to avoid any errors and prevent waste, we need to know exactly what you require. **Please ring after 10am.**
- Faxing your side slip to the practice on 0191 5282626
- Dropping your side slip off at the post box outside in reception

This service is only for items that are on your side slip: requests for further supplies of any other medication that you have had off a clinician will need to be agreed by a GP and may require a consultation – please contact reception in this case.

Please make sure you request any medication before you run out:

All prescriptions are signed off by the GP. Given how busy they are with clinics, visits and all of the letters from hospitals, Prescriptions take two working days to process.

When Will my Script be Ready?

Scripts handed in on Friday **after** 9.30am may not be ready until Tuesday 4pm..

Your new prescription will be normally be ready for collection within two working days as per the following schedule:

Monday	Received before 9.30am Ready Tuesday after 4pm
Tuesday	Received before 9.30am Ready Wednesday after 4pm
Wednesday	Received before 9.30am Ready Thursday after 4pm
Thursday	Received before 9.30am Ready Friday after 4pm
Friday	Received before 9.30am Ready Monday after 4pm

Electronic Prescriptions



The practice will now electronically send most prescriptions direct to a pharmacy of your choice.

Contact reception to nominate your pharmacy and, each time you request a repeat script, your script will be electronically sent to your nominated pharmacy, ready for you to pick up or even delivered (if available).

Prescriptions still requires two working days to be processed.