

RECEPTIONISTS

Our reception team has been specially trained to help process any requests for repeat prescriptions or any enquiries when our dispensers are off duty or unavailable at that time.

The receptionists endeavour to do their best for you and at times will be dealing with numerous tasks at the same time. They do various other duties from making appointments, liaising with doctors, booking home visits, giving out results, as well as sending various letters to patients with regard to results. They are:

Susanne	Emily
Chloe	Amy
Amy	Elizabeth
Stacy	Angela
Brogan	Sally
Carolyn	Kathryn

**Prepared by Kelly Ashurst
Dispensary Manager**

Reviewed November 2023



The Mayflower Medical Practice

Dispensary Information Leaflet

Dr E U Njoku (Partner)

Dr A J Pearce (Salaried GP)

The Health Centre
Station Road
Bawtry
Doncaster
DN10 6RQ

Telephone: 01302 710326

The Surgery
The Green
Finningley
Doncaster
DN9 3BN

Telephone: 01302 770391

mayflowermedicalpractice.nhs.uk

INTRODUCTION

We are a busy Doctors Dispensing Practice and have Dispensaries at both Bawtry and Finningley Surgeries. The surgery can only dispense your medication to you from our own dispensary if you live more than 1.6 km from a Pharmacy. If you live within a 1.6 km radius of a Pharmacy or request not to use our own dispensary service you will be issued with a prescription which can be dispensed by a pharmacy of your choice.

Due to our location we encompass some 29 villages.

Areas of our Practice population include:

Auckley	Austerfield
Bawtry	Bircotes
Blaxton	Blyth (some areas)
Branton (some areas)	Clayworth
Drakeholes	Everton
Finningley	Gringley on the Hill
Harwell	Harworth
Lindholme	Mattersey
Mattersey Thorpe	Misson/Misson Springs
Newington	Ranskill
Old Rossington	Scaftworth
Scrooby/Scrooby Top	Serlby
Torworth	Westwoodside (some areas)
Wiseton	Wroot

Our aim is to provide a friendly and efficient dispensary service to everyone.

DISPENSARY STAFF

Our dispensers prepare and check medication prescribed by the doctor; they prepare and dispense repeat prescription requests for our dispensing patients; deal with medication enquiries and they also arrange the repeat prescriptions for delivery.

Kelly – Dispensary Manager

Lesley – Assistant Dispensary Manager

Darcy – Dispenser

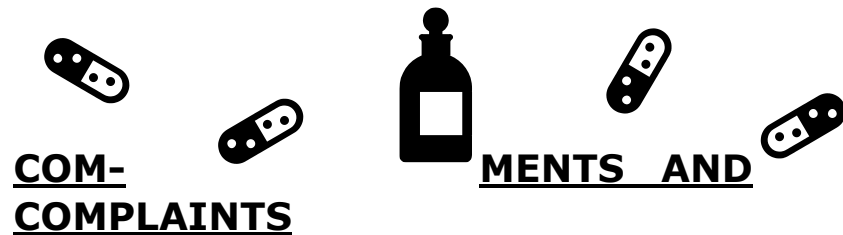
Theresa - Dispenser

UNUSED MEDICINES

Even if you never open them, once medicines have left the Dispensary they cannot be recycled or used by anyone else.

Please return any unused medicines for safe disposal; if the pharmacy or hospital have dispensed your medication, please return to them, if we have dispensed your medication for you at the Surgery, please return to us for safe disposal.

Unused medicines kept at home are a safety risk for children and others who might take them.



We endeavour to provide the best possible service in a friendly and efficient manner. We welcome compliments for the service we provide as well as suggestions as to how we could improve. If you wish to make a complaint, you should always speak to the Dispensary Manager in the first instance, and she will explain how you should proceed.

DISPENSARY OPENING HOURS

<u>Day</u>	<u>Bawtry</u>
Monday	08.00 - 18.00
Tuesday	08.00 - 18.00
Wednesday*	08.00 - 18.00
Thursday	08.00 - 18.00
Friday	08.00 - 18.00



<u>Day</u>	<u>Finningley</u>
Monday	08.00 - 18.00
Tuesday	08.00 - 18.00
Wednesday*	08.30 - 12.30
Thursday	08.00 - 18.00
Friday	08.00 - 18.00

CLOSED

* Time for **Audit, Review Guidelines, Education and Training - TARGET Training.**

We **close two Wednesday** afternoons a month for Training.
Please see noticeboards for more details.

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THE DISPENSARY



What is a Repeat Prescription?

Some prescriptions are authorised by your doctor as a repeat. This means that you can obtain further prescriptions without having to see the doctor first. These are called repeat prescriptions.

Prescriptions obtained for acute illnesses are not repeat prescriptions. You can tell if you have an authorised repeat prescription because the details will be printed on the white tear off counterfoil attached to your prescription. This will specify medication that is on repeat, the date you last had a repeat of a particular medication and the review date.

Most repeat prescriptions are issued for no more than one month's treatment at a time.



REPEAT PRESCRIPTIONS

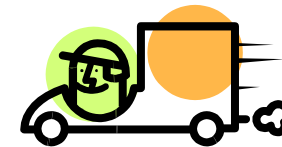
If your Doctor agrees, you may obtain repeat prescriptions for regular medication without being seen on each occasion. Only medication previously authorised by the Doctor will be available. In order to manage high levels of repeat requests and to minimise errors we ask that you always allow at least **THREE WORKING DAYS** notice (excluding weekends and bank holidays) before collecting your prescription from the surgery. For those patients collecting their repeats directly from a pharmacy please allow an additional day.

PRE-PAYMENT CERTIFICATES



If you have to pay for your prescriptions and get more than 4 items in 3 months, or 14 in 12 months, you could save money by buying a pre-payment certificate.

Please contact the Prescription Pricing Authority for further information on 0845 850 0030 please have your debit or credit card available to purchase over the phone.



MEDICATION DELIVERY SERVICE

In an effort to improve our dispensing services we can now provide a repeat prescription home-delivery service to our dispensing patients. If this service is of interest to you, then please contact the Dispensary Team on 01302 710326.

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COLLECTING AND PAYING FOR PRESCRIPTIONS

Patients between the ages of 16 - 60 will be asked whether they pay for their prescriptions – for those patients who are exempt of prescription charges please bring evidence of your exemption with you. All prescriptions must be paid for on collection unless you can provide an exemption certificate or pre-payment card. It is important that you complete the back of the prescriptions correctly.

Collection of repeat medications can be made during **normal surgery opening times** Monday to Friday. If possible, **please avoid 8.00am–10.00am** when the surgery is busy with telephone requests for appointments.

PRESCRIPTION CHARGES - Are You Entitled to Help with Health Costs?

You may be entitled to exemption due to the following:

- * Age
- * Because you get certain benefits or tax credits
- * Because you are pregnant or have had a baby in the last 12 months – Maternity Exemption
- * Because you have a low income
- * Medical Exemption for certain conditions (from 1st April 2009 cancer patients are included)
- * Information Leaflets are available – HC1 and HC11 please ask for details.

HOW CAN I ORDER MY REPEAT PRESCRIPTION?

- On-line Service (recommended method). Please come into the Practice with photo identification so we can register you for this service.
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OR

Using your most recent counterfoil please TICK the items required and:

- Drop in - there are external post boxes at both sites
- By post - addressed to the Dispensary at Bawtry or Finningley depending on where you collect your prescription.

Telephone - The Practice will no longer accept repeat prescription orders by telephone from the 1st December 2016.

N.B. Please check that the prescription issued is exactly what you have requested before you leave the surgery.



CHANGES TO YOUR REPEAT PRESCRIPTION LIST

Changes can only be made with the doctor's permission and will take longer than the usual three days to process.

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MEDICATION REVIEWS

If you are receiving repeat medication, good safe practice requires you to have medication reviews from time to time depending on the medication you are taking. This is important, to ensure that the medication is working and to assess whether the medication is still appropriate for you.

When your medication review is due a reminder will show on your prescription counterfoil, this information will be passed to the doctor and a receptionist will contact you if an appointment is required. Please do not book an appointment for a routine review of your medication unless you are asked to do so (or you are experiencing problems with your medication).

MEDICATION ENQUIRIES

The telephone line at our Bawtry dispensary is open between 10 am and 1 pm this is to give you access to the dispensary and they will assist you with any medication related queries you may have on your repeat prescriptions.



TAKING MEDICATIONS ABROAD

When taking medicines abroad, your doctor can only prescribe a limited amount of any drug. If you are going away for more than 3 months, you will need to make sure you can get any medicines you need in the country you are going to. Requests for more than 3 months supply will not be accepted.

HOW TO OBTAIN URGENT MEDICINE SUPPLIES

WHEN THE SURGERY IS CLOSED PLEASE CONTACT:

Any Retail Pharmacy - they may be able to provide any emergency repeat medicine supplies.

Or

Contact the Doncaster Out of Hours Provider on 01302 710326 or 01302 770391 and you will be directed to the provider.



DISPENSING REVIEWS OF USE OF MEDICINES - "DRUM" REVIEWS

We may contact you to offer you an appointment for a "DRUM" Review. The review covers compliance and concordance:

1. actual use
2. understanding and experience
3. side effects / adverse effects
4. address any poor or ineffective use
5. obtaining patient feedback

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