

MEDICATION REVIEWS

We have a duty of care to all our patients and, when medication is prescribed, it is important that patients undergo a review. These reviews will be highlighted on your repeat prescription counterfoil and will inform you which clinician you are required to see (GP / Practice Nurse / Practice Pharmacist / Healthcare Support Worker). Some of these reviews can also be completed by a telephone consultation so there is no need to attend the surgery. If your prescription indicates you require a review, please ensure this is booked as soon as possible.

ONLINE SERVICES

We are able to offer on-line services to patients who have access to the internet. These services are available 24 hours a day and can be accessed through any computer, whether at home, at work or even on holiday.



To access the services you will require a unique personal identification number (PIN). This can be obtained by contacting reception. Once registered you can:

- Order repeat prescriptions
- Book / Cancel / Alter appointments
- Leave routine messages

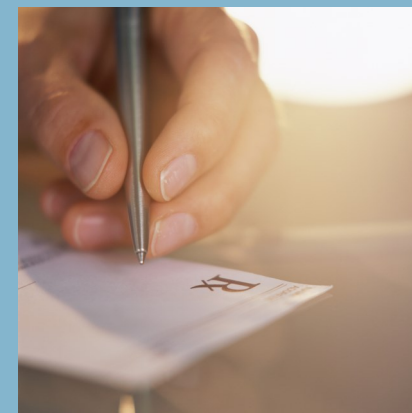
*Please note—this service **MUST NOT** be used for urgent messages—please telephone 01782 746898 for all urgent enquiries*

ONLY ORDER WHAT YOU NEED

- Let your GP or Pharmacist know if you've stopped taking any of your medicines
- Check what medicines you still have at home before re-ordering
- Discuss your medication with your Pharmacist or GP
- Think carefully before ticking all the boxes on your repeat prescription forms and only tick those you really need
- If you don't need the medicines now—don't order them! If you need them in the future you can still request it
- Please inform the receptionist if you have received any medicines from your pharmacy that you did not require or did not order
- If you go into hospital, please take all your prescription medicine with you
- Please remember your medicines are prescribed for you—it is not safe to share them



REPEAT PRESCRIPTION INFORMATION LEAFLET



TRENT VALE MEDICAL PRACTICE

ORDERING YOUR PRESCRIPTIONS

There are several ways in which you can order your repeat prescriptions. These are:

- Tick the required items on your counter-foil and leave in the designated prescription boxes in the surgery
- Discuss with your Pharmacy who can arrange automatic ordering
- On-line using your own personal PIN number
- By registering for Repeat Dispensing where appropriate
- Register for Pharmacy2U (leaflets are available at the surgery for further details on this service)

Please think carefully before ticking all boxes on your repeat prescription and only tick those that you really need

Please be aware that it takes 2 working days for your prescription to be ready for collection

Urgent requests made do cause disruption to the practice and other patients and cannot always be actioned

Please allow additional time for Bank Holidays

If you are ordering your medication earlier than normal, please indicate the reason to avoid delays

COLLECTING YOUR PRESCRIPTIONS & MEDICATIONS

You can collect your prescription from the surgery and then take it to a pharmacy and wait for your medications to be prepared.

Alternatively, you can request your prescription be sent to your local pharmacy so that you can collect your medications directly from them eliminating the need to attend the surgery. Please indicate on your prescription or inform the receptionist of your preferred pharmacy if you wish to use this service in the future.



Local pharmacies that collect from the practice are:

- Co-Op Pharmacy (Trent Vale / Oakhill / West End)
- Hanford Pharmacy
- Miltons Chemist (Stoke)
- Rowlands Pharmacy (Trentham)
- Priory Pharmacy (Trentham)
- Boots (Newcastle)
- Tesco (Trent Vale)
- Sainsburys (Stoke)

Many of these pharmacies also offer a home delivery service. Please discuss these directly with the pharmacy.

REPEAT DISPENSING

If you are on regular medication and have your medication reviewed regularly by the Doctor, you may be eligible to sign up to the Repeat Dispensing Scheme. This means that you do not have to attend the surgery every time you need a repeat prescription.

In order to register, please follow the 3 simple steps below:

STEP 1

Ask the receptionist if you are eligible for repeat dispensing

STEP 2

If confirmed as eligible, monthly prescriptions can be issued up to a maximum of 12 months. These prescriptions are then sent to a pharmacy of your choice for you to collect monthly.

STEP 3

When you collect your last prescription, the pharmacist will hand you a "Repeat Dispensing Final Statement". You must hand this in to the receptionist who will arrange an appointment for your medication review and, if appropriate, issue your next batch of repeat prescriptions.

