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***Pharmacy Update – Bretton Park Healthcare***

As you may be aware, towards the end of last year the Boots Pharmacy located in the practice at Bretton closed and patients who used the pharmacy were moved over to the Boots pharmacy in Bretton Centre.

With all the changes there were some initial teething problems, the Boots pharmacy team worked hard with practice to ensure the transition went smoothly. However, we have some feedback and concerns and felt worth clarifying the process now in place, so all patients are fully aware of what they are required to do, and that we are following the national guidance in regards safe prescribing and reducing medication waste.

If you order/receive regular medication, you will normally have your medication as part of Repeat Dispensing or as a Repeat Prescription - details of each below:

**Repeat Dispensing** This is when you have medications that can be issued on a fixed time frame without ordering, normally you are stable on your repeat medication and only require annual checks. The number of issues will depend on when you are next due your annual review, up to a maximum of 6 issues at a time. It is important that you know when your prescription will require renewal as you may need to arrange a review before your medication can be renewed. You can contact the surgery using the NHS App, Anima, or by coming into the surgery.

When you collect your medication, please ensure you check you have the correct items and also the number of items before you leave the pharmacy. This will help ensure a seamless process for yourself and for the pharmacy/surgery.

**Repeat Medications** These items are issued every 28 days, they are not part of the repeat dispensing as items may need regular reviews, controlled drugs etc. When you collect your medication, you will be reminded to reorder, giving at least **5 working days** prior to your medication running out. We recommend you do this using either the NHS App or Anima (if you have not registered, details are on the website), if you require assistance, please contact the surgery. As with repeat dispensing, please check you have the items requested, before leaving the pharmacy.

In addition, if you are issued an urgent prescription when seeing a member of the clinical team and a request is sent to Boots, please be aware that this will be issued, but time is required to locate the item(s) and do the relevant checks, so please be aware of this when coming to collect the prescription.

The practice and the pharmacy are committed to offering the best possible service, but also looking at patients to take responsibility of their medication where they can, if you struggle with ordering or are confused with the process, please contact the practice or the pharmacy team to help you.