



•city way medical practice•

Drs Colbert, Martin, Shastri, Chelliah, Apostolova & Shirani

City Way Medical Practice, 65 – 67 City Way, Rochester, Kent, ME1 2AY

Telephone: 01634 843320 , Email: citywaymedicalpractice@nhs.net

This leaflet is designed to help you with ordering your medication

PLEASE NOTE WE CANNOT TAKE PRESCRIPTION REQUESTS OVER THE TELEPHONE

THIS IS FOR THE SAFETY OF THE PATIENT

We do our utmost to ensure prescription requests are issued within 3 working days

**TRY NOT TO REQUEST TOO EARLY – IF YOU ARE ON A 28 DAY MEDICATION AROUND DAY 21
SHOULD BE SUFFICIENT**

Ensure you only tick what you need to avoid wastage

Allow 3 working days – longer if a query is attached (some examples below)

HOW DO I ORDER MY MEDICATION

You can sign up to PATIENT ACCESS via our website. This is **our preferred method** of requesting prescriptions. This will enable you to request your medication and you will be able to see when it has been issued

You can do this by completing a prescription request form naming the medication you require, these are kept in our waiting room

You can tick the right hand side of your prescription request

You can nominate a pharmacy to do this for you – please remember it is 3 working days from when we receive the request at the surgery, not from when you put the request in to your chemist

WHAT IF I FORGET TO PUT MY PRESCRIPTION IN ON TIME

We are only human! If this happens you can contact us on 01634 843351 Option 3/e.mail as below..... leave a message and we will do our utmost to have this issued for you

I AM NEW TO THE SURGERY WHAT DO I NEED TO DO

When you hand back to us your completed registration request details it would be helpful if you can give to us your last repeat request from your previous GP. If this is not possible and you are able to, please ask your last GP for a copy of your recent medications. You are entitled to **one month** of medications from your previous surgery to allow time for the new registration to go through

HOW LONG SHOULD MY PRESCRIPTION TAKE ?

On occasions this may take a little longer. This could be due to an annual medication review is due these can involve a blood test. The GP will review that you are on the correct medication and dose. This is also the case if you are on one of the chronic disease registers. Please remember these reviews are for your benefit

If you have been started on a new medication from the hospital, we do not always receive the letter straight away from the clinic that you have been to. This can take a few weeks and it may be that you have been asked by the hospital to ask your GP for further issues. This can delay your request as we should have in writing from the clinic that the hospital have asked for us to continue prescribing. We realise this can be frustrating but this is for your safety.

If you have been started on a new medication from your GP, they may put this on as an *acute* item (also known as one off). This could be that the GP wants to see how you respond to the new medication, before putting it on your *repeat* medication

I AM ON A CONTROLLED DRUG (CD) – DO I ORDER THESE THE SAME

Order the same as, but as they are often on Acute these have to be re-authorised by a GP before they can be issued

ACUTE medications are usually Controlled drugs, antibiotics and other medications that may not need to be issued on a regular routine repeat basis. These can also be a medication the GP would like you start and will need to check you have no adverse side effects from before putting on your repeat medication

We do ask if controlled drug prescriptions are signed for before leaving the surgery

I AM GOING ON HOLIDAY AND WILL REQUIRE EXTRA MEDICATION, HOW DO I GET THIS?

Holiday prescriptions – 2 months maximum, any longer the GP may ask of travel dates and proof of travel especially in the case of controlled medication

MISCELLANEOUS

Patients on stable medication may be legible for electronic Repeat Dispensing (eRD) – please fill in the form below and we can check if this is possible. This service will enable us to raise repeat issues over a longer period. For example if you were on Ramipril one a day, the prescription will go over to your pharmacy for 6 issues (6x28) so for 6 months you would go directly to your pharmacy to collect your medicines. On the 6th collection you would put your repeat request in to order a further 6 months or have a medication review or blood test if due.

You may benefit from nominating a pharmacy of your choice to order your medication on your behalf.

We also offer *ELECTRONIC PRESCRIPTION SERVICE* whereas you nominate a pharmacy of your choice. This enables most prescriptions to be sent directly to the pharmacy via EPS

You can inform us of your nominated pharmacy at any time and for new patients it is on the registration form

Unfortunately Controlled medication (CD) and some other medications, currently cannot go EPS but this is something NHS England is working on. If you decide EPS is for you, I can let you know if any of your medications will be affected

AS PART OF THE NEW NHS ENGLAND SCHEME REGARDING *OVER THE COUNTER MEDICATIONS*, YOU MAY BE ASKED TO PURCHASE CERTAIN ITEMS AT THE PHARMACY OR SUPERMARKET.

**PLEASE BE MINDFUL WHEN YOU ARE ORDERING YOUR MEDICATION
ESPECIALLY IF YOU ARE REQUESTING AT THE PHARMACY. DON'T
ASSUME THEY KNOW WHAT YOU NEED AS YOU MAY NOT NEED ALL
THE SAME ITEMS AS THE MONTH BEFORE. THANK YOU**

Any queries you can email Joanna on prescription.cityway@nhs.net

I will do my utmost to get back to you as soon as possible