

PRESCRIPTION INFORMATION FOR PATIENTS



With effect from 1st August 2017, you will no longer be able to order your prescriptions by telephone.

We have taken the difficult decision to cease this service for a number of reasons :-

We are one of the last practices in this area to still offer this service but we feel that due to the increased workload associated with our ever increasing list size we are finding ourselves overwhelmed by the amount of work this entails.

Having monitored this for some time, it is obvious that the telephone line is causing us huge problems in processing prescriptions, both with the length of time each telephone call takes and more importantly with regard to the safety of medicines.

Each time a prescription is requested, the clerks, who are specialised in this area of work, have to carry out a lengthy and rigorous checking process. Whilst holding a conversation with the patient, this can be difficult to perform safely in the allotted time. Unfortunately, we also find that some patients are unsure of the names of their medication and this therefore contributes to making this a potentially unsafe process.

In addition (and understandably, the cause of increasing complaints and frustration for patients) a recent upgrade to our telephone system has meant that every call is “connected” even when the line is busy. When this happens, the caller is advised to call back and the call terminated, but the patient is charged for this call. This also blocks the line with this unnecessary traffic. Patients have complained about both the cost and their inability to get through. Sadly, our telephone supplier is unable to change this functionality without it affecting other aspects of the system.

We are aware that for some patients, this is the preferred method of ordering but there are several other ways of ordering that can be as easy and more importantly, we feel would be safer options.

You may already be aware of the alternative methods you can use to order your prescriptions, however, they are listed below and please feel free to ask a member of staff should you need further clarification or advice.

1. Pharmacy ordering – you can order your prescription through a pharmacy of your choice, with your prescription counterfoil (right hand side), who will send the request to us. When the prescription has been authorised this is returned to the pharmacy, who will dispense your medication for collection or delivery.
2. EPS – electronic prescription service – simply go into the pharmacy of your choice and ask them to sign you up for EPS. This means that when your medication is ordered by the pharmacy, it is sent electronically to the pharmacy who can then dispense your medication
3. On-line services * – if you have access to a computer, you can register for on-line services at the practice where you can elect to book appointments and order prescriptions. Ordering by this method takes 72 hours and your prescription will be available to collect at the surgery after 1.30pm.
4. Fax * - if you have access to a fax machine you may order your prescription using this method on the following number – 01623 528747. Your prescription will then be available to collect at the surgery, in 48 hours after 1.30pm.
5. Drop in box / post box * - there is a drop in box on the reception counter for you to put your requests or there is a post box on the wall outside the building if the surgery is closed. For both of these methods, your prescription will be available to collect at the surgery, in 48 hours after 1.30pm.

(*) For any of points 3, 4 or 5, you can also contact your chosen pharmacy to collect your prescription for you, even if you have ordered it yourself. This will then be dispensed and ready to collect at the pharmacy.

We apologise for any inconvenience this may cause, however, we feel we must ensure that medication is issued safely and all the relevant checks are carried out before this issued to you, the patient.

We hope you will support us in this decision, which has not been taken lightly, and allow us to help you to find the most appropriate method of ordering to suit you.

Thank you.

Woodlands Medical Practice