

Kenmore Patients Group Newsletter

June 2008

This month we decided to explain the 'rules & regulations' concerning prescriptions, as this is an issue which affects most patients.

Information for patients requesting prescriptions

Medicines on/not on repeat prescriptions:

- A medication will be on **repeat prescription** only if the doctor prescribing has decided that it is safe and appropriate that you should receive this medication on an ongoing basis
- When the doctor has made this decision he/she makes an entry into the computerised record which means that the reception staff are able to print out the necessary prescription for signature by the doctor.
- **Please allow 2 working days for your request to be processed**
- Depending on the nature of your condition and the manufacturer's warnings/recommendations your doctor may request to see you before any further prescriptions can be issued – **even if that particular medication has previously been available as a repeat prescription.** Where this is the case you will be notified in the patient information section of the previous prescription.
- If the particular medication you are requesting is not on repeat prescription **the reception staff are not able to print the prescription** – they can however pass on your request for a prescription to the doctor, but it is then at the doctor's discretion whether **or not** to issue the medication requested without first seeing you.
- **As with all requests for prescriptions you will need to allow 48 hours for this to happen.**

Hospital specialist issue prescriptions

- If you have been seen by a hospital specialist **privately** you may be referred back to one of the surgery doctors **with a letter** requesting that they issue a prescription. **It will take 2 working days for an NHS prescription to be issued – and the doctor concerned will only issue this if he/she feels competent to take responsibility for prescribing the particular medication.**
- If you have been seen by a hospital specialist **privately** and you are given a **private prescription** you can present these at any pharmacy for immediate collection during working hours. **It will take 2 working days for an NHS prescription to be issued – and the doctor concerned will only issue this if he/she feels competent to take responsibility for prescribing the particular medication.**
- If you have been seen by a hospital specialist as an **NHS patient** you should collect your medication at the hospital pharmacy. **If you bring this prescription to the surgery it will take 2 working days for the prescription to be changed to one you can present at a local pharmacy – and the doctor concerned will only issue this if he/she feels competent to take responsibility for prescribing the particular medication.**

These guidelines have been issued to the reception staff by the practice doctors, and reception staff do not have authority to process prescriptions in any other way.

Doctors' availability

Please note that these particular doctors are not available on the following afternoons

- Dr Huddart and Dr Butler – Tuesdays
- Dr Maxwell and Dr Sheikh - Wednesdays
- Dr Hendry and Dr Scott - Thursdays
- Dr Stirling works part time and is not available on Mondays and Fridays

This leaflet has been produced by the Kenmore patients Group. If you have any comments or suggestions about future editions why not write to the Chairman:

Mr Andrew Blain c/o the Managers Office, Kenmore Medical Centre