

### What if I pay for my prescriptions?

Patients who have to pay for more than 3 prescription items in 3 months, or 14 items in 12 months, could save money by buying a **pre-payment certificate (PPC)**. From 1<sup>st</sup> April 2015 the charge for a single prescription item is £8.40 whereas a 3 month PPC will cost you £29.10 and a 12-month PPC £104.00. The most convenient way to pay for your 12 month PPC is by Direct Debit meaning you can spread the yearly cost evenly over 10 monthly instalments.

Further details are available on the reverse of your repeat prescription request slip. PPC application forms (FP95) may be ordered over the telephone (0845 850 0030) or the internet at [www.nhsbsa.nhs.uk/1127.aspx](http://www.nhsbsa.nhs.uk/1127.aspx)

### Repeat Prescriptions checklist

- If you have a regular repeat prescription you may order one month in advance by leaving your request slip at the dispensary when you collect your medication – ask for details
- Make sure that you don't run out - let us have your request while you still have a few days of medication in hand. We need two working days to safely process repeat prescriptions
- Try to order your medicines once a month - if your medications run out at different times each month, let us know. We can synchronise your medication so that you only need to order once a month
- Help keep waste to a minimum - only order the medicines that you need.
- Take any medicines you don't need to the Dispensary for safe disposal.
- Make sure your medicines are stored safely.

### What if I have a question?

If you have any questions or concerns about your medication, please ask our Dispensary staff or your doctor. If you have comments about the dispensing service we provide please contact the Dispensary Manager.

### When is the Dispensary open?

**Monday to Friday** 8.00am to 6.30pm  
**Saturday and Sunday** closed

### How do I obtain my medication when the Dispensary is closed?

The Dispensary opens and closes at the same time as the Health Centre. Unfortunately for security reasons you cannot access the Dispensary when the Health Centre is closed. This includes Saturday mornings.

If you are unable to collect your prescription during our weekday opening hours please inform the Dispensary staff so that arrangements can be made to ensure you do not run out of your medication. Our delivery service may be the solution, or we can make arrangements for it to be collected from a pharmacy of your choice. Alternatively we can post your prescription to you, in which case please enclose a stamped addressed envelope with your request.

### If you find yourself without medication when the Health Centre is closed there are a number of options. Have your prescription details available to refer to:

- Telephone the NHS Eastern Cheshire GP Out of Hours Service which is accessed via NHS 111 (dial 111) where you will be given advice regarding your problem.
- Speak to a pharmacist at a Community Pharmacy

**We recommend you always order your medication one week before you're due to run out.**

### Complaining to NHS England

NHS England welcomes concerns, compliments as valuable feedback that will help us learn from your experiences and make improvements to services we commission. You can complain to:- NHS England, P O Box 16738 Redditch, B97 9PT. Telephone: 03003112233

# HOLMES CHAPEL HEALTH CENTRE

Telephone 01477 533100

Fax 01477 532563

## Using the Dispensary



### Information and Advice for Patients and Carers

#### DISPENSARY OPENING TIMES

**Monday to Friday** 8.00am to 6.30pm  
**Saturday and Sunday** closed

APRIL 2016

### Who can use the Dispensary?

Anyone who lives outside the Holmes Chapel village boundary plus all patients who register as temporary residents may obtain all their medication from our Dispensary. In addition, by acting as agents we can supply stoma products and dressings to **all patients** regardless of where they live.

### How do I become a dispensing patient?

Just inform the Dispensary staff you wish to start using the dispensary. Provided you qualify you may start using the Dispensary immediately.

### Where is the Dispensary?

Our Dispensary is conveniently located within the Health Centre, close to reception. Its position enables patients to collect their medication on their way out from the consulting rooms.

### Why use the Dispensary?

**Patient convenience;** one stop health care – collect your medication before you leave the Health Centre.

**Safe and efficient service;** the Dispensary is linked to your GP by computer. Details of your medication prescribed during a consultation are automatically sent to the Dispensary to allow dispensing to start even before you leave the consulting room.

**Helping us help you;** every time you use the Dispensary you generate income for the practice. This helps us provide extra services for all our patients.

### Does the Dispensary have a home delivery service?

We provide a delivery service to patients who have difficulty obtaining their medication from the Dispensary, due to infirmity, lack of transport or work commitments. Ask for details at the Dispensary

### What's in it for the practice?

In common with pharmacies we run the Dispensary as a business. Unlike pharmacies profits are reinvested in the practice, to help us provide the best health care possible. For this reason we encourage all eligible patients to support the practice by using the Dispensary whenever possible.

### What is a Repeat Prescription?

Medication that is required on a regular repeat basis may be added to a repeat prescription. This allows you to obtain it without seeing your doctor each time you require it, but for this to happen it is important to be sure the medication suits you i.e. it is effective, is taken as prescribed and does not cause unwanted side effects.

### How do I order my repeat medication?

- Repeat prescriptions are usually processed in two working days (48 hours), but this may take a little longer if your doctor needs to review your prescription.
- To order, use your current repeat prescription slip or complete a request form, available in the foyer or at the Dispensary.
- Place your request form in the collection box in the Health Centre, post it to the surgery or fax it to us on 01477 532563.
- If you have a regular repeat prescription you may order one month in advance by leaving your request slip at the dispensary when you collect your medication– ask for details
- You may also email your request to: [hchcdispensary@nhs.net](mailto:hchcdispensary@nhs.net)
- In the future we hope you will be able to order your medication via our website [www.holmeschapelhealthcentre.co.uk](http://www.holmeschapelhealthcentre.co.uk)

### Why does it sometimes take longer than two working days for my repeat prescription to be ready?

Delays can occur because the GP who signs your prescription is unavailable or they need time to review your medication.

We stock an extensive range of medications but sometimes we have to order medication specially to fill a prescription which may mean you wait longer than 48 hours. To reduce the chances of you being without your medication, please try to request your repeat prescription before you run out of your medication.

### What is a Medication Review?

Your repeat prescription is reviewed by your GP at least annually to ensure your medication is appropriate, effective, and safe. This may result in you being asked to have some tests, e.g. blood pressure or blood tests, and/or an appointment with your GP or nurse, particularly if it has been some time since your last consultation. Patient safety is always our main concern and we reserve the right to amend or suspend repeat prescriptions if this is ever in doubt, for instance where patients repeatedly fail to have monitoring tests or attend review appointments.

### What is a Use of Medicines Review?

You may be asked by dispensary staff, nurses or GPs about your use of the medicines prescribed to you. You will be asked if you are taking the medication and whether they are effective. We also need to know whether you are experiencing any side effects or difficulty taking the medication. It is an opportunity to report any problems. If you are having problems these will be reported to your usual GP who may wish to make some changes to your medication.

### Why is my prescription only for 28 days supply?

The practice policy is to prescribe 28 days supply of medication. This is seen as best practice and follows guidelines issued by the Dispensing Doctors Association, Department of Health and the Central and Eastern Cheshire Primary Care Trust. Our aim is that patients only need to request their repeat medication once a month; if your medications run out at different times during the month please inform the Dispensary staff. 28 day prescribing allows us to dispense medication in original packs, reduces waste, and keeps the amount of medicine stored at home to a minimum.

**The Dispensary complies with the Data Protection Act and the NHS code of confidentiality.**

**The Health centre has a buzzer situated at low level on the main entrance door for wheelchair or disabled access.**