WEBSITE INFORMATION FOR PATIENTS

DISPENSING PATIENTS

We offer a dispensary service for some patients. This means you can collect your medicines directly from the surgery.

Our dispensers are friendly and fully trained. Doctors check the service to make sure your medicines are safe and correct.

Benefits of using our dispensary:

- Your care is simple and joined up
- Money from this service helps improve care at the practice

We aim to provide a safe, efficient, and high-quality service for all patients.

You can only use this service if you live more than one mile (as the crow flies) from the nearest pharmacy. If you think this applies to you, please contact us on Anima. We will check and register you if suitable.

How it works:

- Once registered, you can collect medicines from the surgery
- Your GP can send your prescription straight to the dispensary
- Your medicine is often ready after your appointment

Opening times:
Monday to Friday
9:00am–12:30pm and 2:00pm–5:00pm

You can still use a pharmacy if you prefer—just tell us.

ACUTE PRESCRIPTIONS

Acute prescriptions are for short-term problems, like infections, or when starting a new medicine. They cannot be ordered as repeat prescriptions.

To request one, contact us on Anima. Tell us your symptoms and how you have been since you last had the medicine. A GP will review your request and your records. We will then contact you.

Possible outcomes:

- The medicine may be added as a short repeat with a review date
- You may be asked to book an appointment

If you have never had the medicine before, you will need to book a GP appointment through Anima.

REQUESTING REPEAT MEDICATION

Things to remember:

- Allow 3 working days for us to process your request
- Allow another 3 days for the pharmacy to prepare it
- Do not order early if you still have more than 2 weeks of medicine left (unless you explain why)
- Only order what you need
- Keep track of your review dates and complete any tests we ask for

How to Request Repeat Prescriptions

1. NHS App (recommended)

This is the easiest and safest way.

You can:

- Order medicines anytime
- Choose your pharmacy
- View your medicines and health record
- See test results (if available)
- Check your NHS number
- Manage your data settings
- Get advice from NHS 111

2. Online via Anima

Use this only for medicines not listed on your repeat prescription.

3. Paper requests

- Tick the medicine on your repeat slip
- Drop it at reception or in the secure box (available 24/7)

URGENT PRESCRIPTION POLICY

We have many urgent requests, so we follow strict rules.

- **Routine requests:** Ready in 3 working days (+ 2–3 days for pharmacy)
- **Urgent requests:** Only for medicines needed within 24 hours to prevent serious illness
- Late requests are not classed as urgent

We treat all patients fairly. Staff must follow this policy and cannot make exceptions. Poor behaviour towards staff will not be accepted.

Forgot Your Medication?

Your pharmacy may give you a short emergency supply.

- Contact your pharmacy or call 111
- This does not include controlled drugs or antibiotics

The following medication may be issued on an urgent same-day basis if you have run out already

Antimicrobial agent	Antibiotics Antifungals Antivirals including antiretroviral agents for HIV treatment
Anticoagulant	Low Molecular Weight Heparins – Enoxaparin(Clexane®, Inhixa®), Tinzaparin (Innohep®), Dalteparin (Fragmin®) Direct Acting Oral Anticoagulants - Apixaban (Eliquis®)/ Rivaroxaban (Xarelto®)/ Dabigatran (Pradaxa®)/ Edoxaban (Lixiana®) IV heparin Warfarin (Coumadin®) Acenocoumarol (Sinthrome®)
Parkinson's medication	Co-beneldopa (Madopar®) Co-careldopa (Sinemet®) Rotigotine patch Co-careldopa plus entacapone (Stalevo®, Sastravi®) Pramipexole Ropinirole
Anti-epileptic	Sodium valproate (Epilim®) Phenytoin (Epanutin®) Levetiracetam (Keppra®) Lamotrigine (Lamictal®) Carbamazepine (Tegretol®)
Anti-psychotics and all medication prescribed for long term mental health conditions	Clozapine (Clozaril®) Lithium salts (Priadel®, Camcolit®, Liskonum®) Quetiapine (Sorequel®) Olanzapine (Zyprexa®) Risperidone (Risperdal®)
Insulin	Humulin i/Insulatard/Insuman basal Actrapid/Humulin S/Insuman rapid Humulin M3/Insuman comb 15/Insuman comb 25 Lantus/Levemir/Tresiba/Toujeo/Abasaglar/Detemir Novorapid/Humalog/Humalog U200/Apidra/Fiasp Novomix 30/Humalog mix 25/Humalog mix 50
Immunosuppressant	Tacrolimus (Prograf®/Advagraf®) Mycophenolic acid (Ceptava®,Myfortic®) Mycophenolate mofetil (cellcept®, Mycofenax®) Cyclosporin (Neoral®) Azathioprine (Azasan®)
Corticosteroid	Prednisolone (Deltasone®) Hydrocortisone (colifoam®) Budesonide (Budenofalk®, endocort®, pulmicort®)
Analgesia	Regular Opioids
Substance Misuse maintenance treatment	Methadone Buprenorphine plus naloxone (Suboxone®) Buprenorphine (Subutex®) Dihydrocodeine MR

HOSPITAL PRESCRIPTIONS

You must collect hospital prescriptions from the hospital pharmacy.

When a hospital recommends medicine:

1. Routine requests:

- Takes 2 to 4 weeks after we receive the hospital letter
- A GP or pharmacist will review it
- Updates will appear on the NHS App

2. Urgent requests:

- The hospital should give you at least 7 days of medicine
- This gives time for your GP to receive the letter

Only contact us if it has been more than 4 weeks with no update.

If your GP cannot prescribe the medicine, the hospital specialist will continue to do so.

Private Prescriptions

- Private prescriptions must be paid for at a pharmacy
- They cannot be automatically changed to NHS prescriptions

For safety, we need a letter from your private consultant.
If the medicine is suitable and available on the NHS, we may add it to your prescription.

TRAVELLING ABROAD AND PRESCRIPTIONS

"Just in case" medicines:

We do not prescribe medicines just in case you get ill abroad.

If you take regular medicine:

- We can give up to 3 months' supply
- If away longer, you must get medicine in that country

Controlled drugs:

- Maximum 28 days' supply

Check before you travel:

- If your medicine is legal in that country
- If you need a doctor's letter

Living abroad:

- If away for more than 3 months, you will be removed from our list
- You can register again when you return

Do not try to get NHS prescriptions while abroad. This is fraud.

Medicines started abroad may not be continued in the UK.

SEDATION (SLEEPING OR CALMING MEDICINES)

We do not prescribe sedatives (like diazepam) for:

- Fear of flying
- Scans (like MRI)
- Hospital procedures
- Dental treatment

Why not?

- They can make you too sleepy in emergencies
- They can increase risk of blood clots
- They may cause unexpected reactions
- They are controlled drugs with strict rules
- They may be illegal in some countries

Safer options:

- Fear of flying courses
- Talking therapies (like CBT)

Hospitals or dentists will provide sedation if needed.

A shared care agreement (SCA) is when your GP and specialist share responsibility for your medicine.

It explains:

- Which medicines your GP prescribes
- What checks you need (like blood tests)
- How often you see the specialist
- What to do if there are problems
- Who is responsible for your care

You must attend checks and reply to messages.
If not, your prescription may be stopped for safety.

Shared care is not always possible. Your GP can refuse if it is not safe or they do not have capacity.

If this happens, your specialist will continue your care.

Private care:

- Shared care may not be possible
- You may need to pay for prescriptions
- We will give at least 3 months' notice if this changes