



Patient Participation Group / Friends of Alexandra Surgery

Virtual meeting July 2022

REPEAT PRESCRIPTIONS – POLICY UPDATE

From 1 August 2022:

What is changing?

From now on, we ask you to give us **3 working days' notice** for your repeat prescriptions. In other words, please request your medication 3 weekdays before you need it.

This includes orders online or using the computer request slip.

We do not take requests over the telephone. We did that during the lockdown, but now the surgery is re-opened.

Why will it take longer now?

The health service, quality inspectors and professional organisations expect doctors to do more routine checks than before.

They also told us that if patients do not go for checks, we should cut back their supply.

We have a team of Clinical Pharmacists to help us do this, but many people do not respond.

All this means it takes us longer before doctors can sign off the prescriptions.

What happens if I forget to order and need medication urgently?

We will always try to help. Do let us know if that is the case.

I agreed to go for the checks but haven't gotten round to doing it. What will happen?

If you are a little late, we can work around it. But if you haven't gone month after month, we shall have to prescribe for a shorter period each time.

Please remember, this is to make sure the medication is the right one for you.
Just because you have taken it for a long time does not guarantee it is safe.
Our bodies change with time, and things can happen!

Dr Athee and team