

"Good Practice"

Fleet Medical Centre NEWSFLASH, March 2019

- Where your health is our business



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March 2019

URGENT NEWS ABOUT OUR REPEAT PRESCRIPTION SERVICE



As of **MONDAY 1st APRIL 2019**, we are increasing our turnaround time for repeat prescription requests from 2 full working days to **1 FULL WORKING WEEK**. Prescriptions required any earlier than this will not be printed or processed any sooner. Fleet Medical Centre has 14500 patients and turnaround in excess of **1000** prescriptions per week. We simply cannot keep up with this demand and the strain it places on our reception and GP team.

Turnaround times from 1st April 2019:

Day prescription request received	Day Script will be available at FMC
Monday	Following Monday
Tuesday	Following Tuesday
Wednesday	Following Wednesday
Thursday	Following Thursday
Friday	Following Friday

WHY DOES IT TAKE SO LONG? IT'S JUST A PIECE OF PAPER.....?

Your medication will have been discussed with you when it was commenced. Periodically, your GP needs to review if it is still necessary for you to have this medication, whether it could be causing you problems and whether you have had your routine blood tests or health/chronic disease reviews. This can cause extra delay.

When we receive your prescription by paper, online or pharmacy request, our reception team check your records and if the medication is on your repeat medication list already, they will raise a prescription which is then passed to your GP to review. GP's review prescription requests in between their 40-70 consultations per day.

Some patients have 10 or more medications on each prescription and **EVERY DRUG** needs to be checked. The GP will then sign your prescription by hand or electronically. Paper prescriptions being sent to pharmacies are manually logged by receptionists so we know what pharmacy they are going to & when they were collected. Electronic prescriptions go directly to your pharmacy.

If the medication you request is not on your repeat medication list, our receptionists pass the request to your GP to decide if it is appropriate for you to have this medication or not. If it is not, this may require you to see or speak to your GP to discuss why you feel you need this medication. Each repeat prescription request is managed individually and any submitted in groups will not necessarily be ready for collection simultaneously.

So it's not a straightforward process. We need to ensure that our processes are safe and efficient but also that you continue to benefit from your medication.

URGENT PRESCRIPTION REQUESTS:

It is your responsibility to ensure that you have enough medication to last until your next review or until your next batch is issued. We do not process requests for urgent repeat prescriptions.

However, we understand that mistakes and accidents do happen. There are some medications which a patient must **NOT** go without and our reception team are briefed on these drugs.



URGENT NEWS ABOUT OUR REPEAT PRESCRIPTION SERVICE



We will **TRY** to process such prescriptions but please understand that it will not be an instant process and you may have to wait or return later in the day. Alternatively, your regular pharmacist may be able to loan you a few tablets to tide you over, or you can contact your GP by **our e-consultation** service to update them on your medication issues & ask for a repeat prescription- turnaround time for this is 2 working days.

If just 1% of our 14500 patients request an urgent prescription per week- that is 145 times that our reception and GP team will be interrupted from other duties to process these prescriptions!!!!

CHANGES TO CONTROLLED DRUG LEGISLATION:

PREGABALIN & GABAPENTIN have been upgraded to controlled drugs in recent NHS reviews. These prescriptions can only be printed on paper & hand signed by a GP even if the prescription was requested electronically. They cannot be sent electronically to pharmacies. Therefore these requests can take longer and may be processed separately and be received at pharmacies at different times. Controlled drugs have addictive potential and can be misused as recreational drugs if they fall into the wrong hands hence these increased safety measures.

THE GREATER GOOD OF THE NHS....OVER THE COUNTER MEDICATIONS.

Some medications can be purchased inexpensively over the counter in pharmacies & supermarkets. Going forwards, we will no longer be prescribing such medication as they can cost the NHS more to prescribe than they cost to buy. This will apply to all patients regardless of whether you are exempt from prescription charges. For more information regarding over the counter medication, please see our website or collect a leaflet from reception.



It is anticipated that the NHS will save £136 million by doing this. Our Clinical Commissioning Group fully supports this stance and are monitoring our prescribing of such medications.

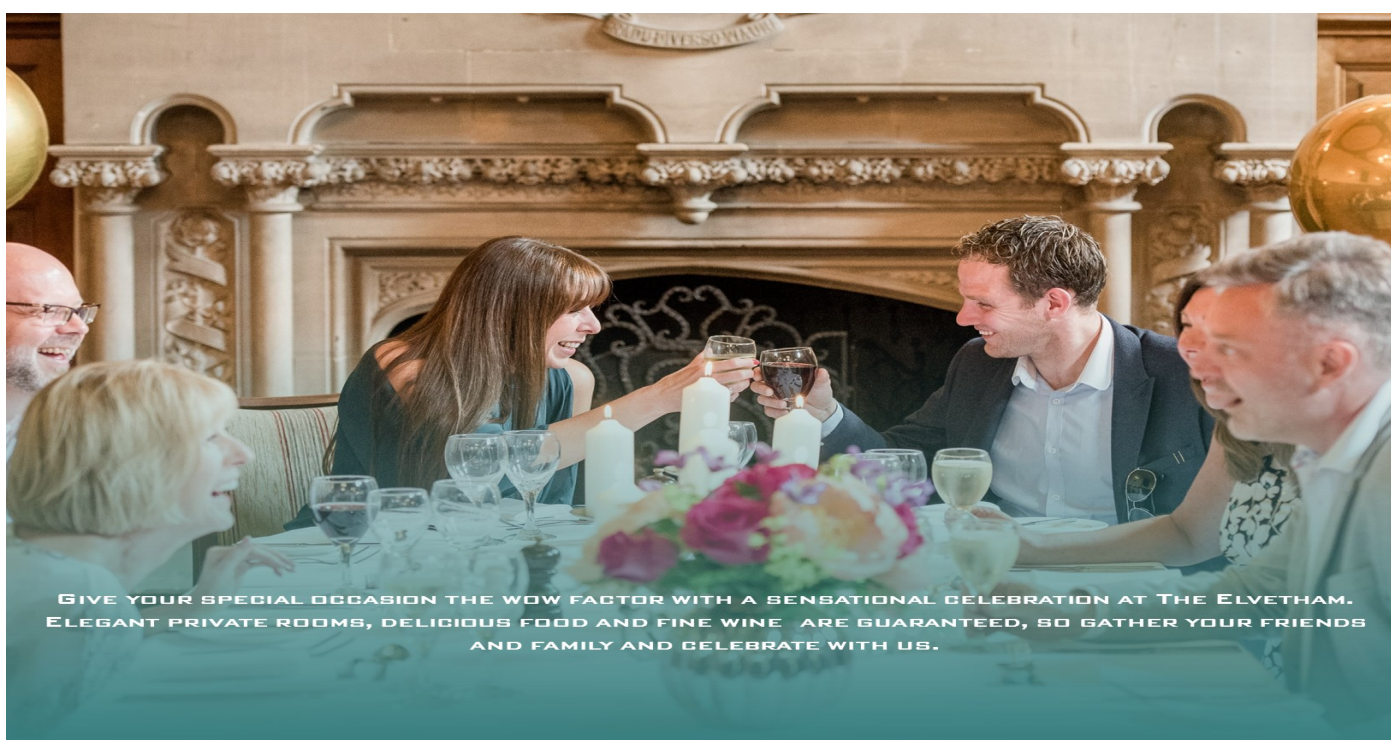
These prescriptions include items for a condition:

- That is considered to be **self-limiting** and so does not need treatment as it will heal of its own accord;
- Which lends itself to **self-care**, i.e. that the person suffering does not normally need to seek medical care but may decide to seek help with symptom relief from a local pharmacy and use an over the counter medicine.

Vitamins/minerals and probiotics have also been included in the consultation proposals as items of limited clinical effectiveness which are of high cost to the NHS.

For more information, please visit the following website:

<https://www.england.nhs.uk/medicines/over-the-counter-items-which-should-not-routinely-be-prescribed/>



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