

LOUGHTON HEALTH CENTRE

(A Teaching Practice)

The Drive | Loughton | Essex IG10 1HW



website: www.loughtonhealthcentre.co.uk



Prescription Information Leaflet

Prescription Service Explained

This leaflet is a guide to Loughton Health Centre's prescription ordering process to ensure patients are aware of their options and provides information of our prescribing protocols.

Patients often ask why a prescription takes time to issue. Surely it is just a matter of printing it off and signing it?

Unfortunately this is not the case. Prescriptions are important medical documents which require the prescription clerks and doctor to make a number of checks before signing them in order to ensure the best possible care for the patient.

We hope this guide will help explain the processes taken at the practice.

Prescribing Clerks

The practice employs a prescription clerk. Part of her role is to ensure patients are being monitored, as a result of this she may need to discuss your prescription requests or medication with you.

Notice Period

The practice requires a minimum of 3 working days to process your prescription. Please ensure you allow plenty of time when requesting medication.

Guidance as follows:

2 weeks before medication finishes on a 56 day script

7 days before medication finishes on a 28 day script; and

2 days before medication finishes on a 7 day script.

This will enable us sufficient time to contact you should there be any query or delay on your request. Please indicate clearly any reason for an early request such as a “holiday”. Please ensure we have the correct contact numbers for you in case of a query. This is extremely important as you may receive a text in relation to your request.



Help us to help you

If your tablets are running out at different times we can help you resolve this. Please ask our prescription clerks who will be happy to assist you with this process.

Ordering your Medications

There are several ways of ordering your prescription.

Repeat Slip

This is the printed right hand side of your prescription. Clearly indicate the items you require by ticking them. If you require an item not listed please add on.

If you do not have a repeat slip, we have forms you can fill in. They are in the waiting area. Complete the form (including a contact number) and post in the letterbox to the right hand side of our reception desk.

If we are closed there is a letterbox to the left side of our front doors.

E-Mail

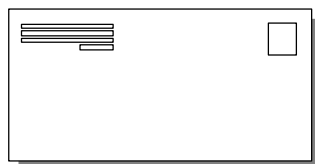
Please provide your full details, the name of each item you require and the strength of medication (if applicable). Your request should be emailed to:

reception.lhc@nhs.net or prescriptions.lhc@nhs.net



Online Ordering

Repeat prescriptions can be ordered via EMIS patient access. You will need to register for this service by completing a form and present valid ID to the reception staff. EMIS patient access enables you to control your own requests, you can see the status of your order and when your last request was made. This also enables you to choose a pharmacy for your convenience.



Posted Requests

You may wish to send your prescription in by post. Please allow extra time for this service and enclose a SAE if you require the prescription to be posted back to you.

We regret we cannot take any medication requests by telephone.



Pharmacy requests

Some patients have made an independent arrangement with their chemist regarding their prescription requests. Please note that this prescription request service is not managed by the surgery and any queries should be directed to the chemist concerned.

Nominated Pharmacy

The practice is striving to achieve a paperless system therefore requests that you assist by nominating a pharmacy of choice. This will enable us to send your prescription directly to the pharmacy for you. This is beneficial as the pharmacy will be able to prepare your prescription or order any medications that may be out of stock.

Dedicated Prescription Board

This can be found in the lobby area. It provides any updates or information patients may find useful.

Medication Monitoring

Patients who have long term condition for which they take regular medication are required to attend for review or carry out a blood test when instructed to do so. This is to ensure that health and medication needs are being met. Compliance with these reviews will avoid disruption to prescription issues. If there are delays in blood test/reviews it is practice policy to reduce the prescription quantity until the relevant reviews are carried out.

Controlled drugs

Following guidance from the CCG regarding safe prescribing the practice policy for issuing any controlled drugs is for a maximum of 14 day's supply at any one time.



©bnpdesignstudio | illustrationsOf.com/211082

Over the counter treatments

GP'S in West Essex Clinical Commissioning Group have agreed to reduce their prescribing of the following:

Pain killers for minor aches and pains, cough and cold remedies, lozenges, throat sprays, mouthwash and gargles, hayfever preparations, indigestion remedies, travel medicines, treatments for non-serious constipation and diarrhoea, treatments for minor acne and minor nail infections, tonics, vitamins, health supplements and complementary medicines.

Antiperspirants, threadworm tablets, ear wax removers and softeners, barrier creams for nappy rash, creams for female facial hair, creams & gels for bruising, tattoos and varicose veins, Athletes foot cream and powders, slimming preparations, head lice lotions and shampoos, moisturisers & bath additives for minor dry skin conditions, Food and toilet preparations where not clinically indicated, sip feeds, infant feeds, soya milks and sun creams.

As per new CCG guidelines gluten-free prescription items are now very limited.

Changes to your treatments

Please advise us immediately if your treatment regime changes or if you have items on your repeat prescription slip that you no longer require so we can remove them from your medication list. It is an important part of your health care for your GP to be aware of what medication you are taking and what medication you no longer need.



Avoiding waste

A report published by the York Health Economics Consortium and the School of Pharmacy at the University of London, found that unused prescription medicines costs the NHS at least £300 million per year in England. Please help by only ordering the items you need.



Open the bag campaign

In accordance with the above the CCQ have launched an “open the bag” campaign. This encourages you to check the contents of your prescribed medications before leaving the pharmacy premises. If there are items you do not need they can be handed straight back to the pharmacy.

Unfortunately once you leave the pharmacy they are unable to re-dispense any unwanted items even if they are unopened and unused.

In accordance with the campaign the practice also operates Scriptswitch software. This may alter the brand or instructions to the medication you are issued even if you have been taking on a regular basis. Please ensure you check the instructions and items thoroughly before leaving the pharmacy.