



REPEAT PRESCRIPTION PATIENT INFORMATION LEAFLET:



1) What Is a Repeat Prescription?

This is a medication that is required medium to long term for an ongoing condition(s). The need for this medication will have been discussed with you by your GP or hospital doctor who initiated it. Usually, 1-2 months' supply of the medication is issued at a time for up to 6-12 months depending on the drug. Annual review of your medication regime by your GP is essential. Some drugs require periodic monitoring such as blood tests or blood pressure checks to ensure they remain effective and are doing you no harm.



2) How do I request a Repeat Prescription?

Requests need to be in writing or online and cannot be taken over the telephone. This is for your protection to ensure mistakes are not made.

- a) Via the NHS App or Patient Access App – this is the fastest route as it goes straight to your GP's inbox.
- b) Online via our website [Hart Health Partnership www.harthealth.nhs.uk](http://www.harthealth.nhs.uk)
- c) Via email frimley.hhp.scripts@nhs.net
- d) In Person- request forms are located in reception
- e) Via your pharmacist (if you use a regular pharmacy)

With your request please include:

The name of the medication(s) required.

The dose

How many you require.

If there is a problem with your request, a member of the HHP team will contact you directly to discuss this.



3) Medications that are not added to Repeat Prescriptions

Some types of medication are not usually issued on repeat. This is because they require regular review by your GP and will be issued at the time of review. Examples include strong pain killers & drugs with potential for addiction such as sleeping tablets.

Your GP will discuss this with you on an individual basis.



4) Medication for conditions which should not routinely be prescribed in General Practice

NHS England has asked that we limit prescribing for self-limiting conditions, or which lend themselves to self-care or on items for which there is limited clinical effectiveness. These resources can be used for other higher priority areas that have a greater impact on patients, support improvement in services and/or deliver transformation that will ensure the long-term sustainability of the NHS.



5) How long will it take for my Prescription to be processed?

We aim to process your prescription request within 5 working days. This is because there are several steps involved in the process which requires your GP to review each prescription before it can be signed.

Please be aware of busy times e.g. end of the month, pre-Christmas/Bank Holidays. We apologise if there are any delays from time to time.

You can arrange for your regular pharmacy to request/collect your prescriptions for you.



6) "Urgent Request"

Please try not to run out of your ongoing medication. When you are running low, e.g. have 2 weeks supply remaining, please request the next batch.

If you do accidentally run low or run out, we will try to process your request as quickly as possible.

You can access an emergency supply through any pharmacy via NHS 111 online [Get a prescription or medicines information - NHS 111](#). (as long as it is not a controlled drug or antibiotics).

Please be aware that we receive about 500 prescription requests per day, so your patience is requested should we be unable to process your script as quickly as you would like. It is not appropriate for Receptionists to interrupt doctors during busy clinics.

Medications that are necessary to continue without break for safety.

- **Antiepileptic medications (only if being used for epilepsy)**
- **All Forms of Insulin**
- **Epipen**
- **Jext**
- **Salbutamol**
- **Hydrocortisone Tabs (NOT CREAM)**
- **Prednisolone**
- **Infant Formula**



7) What is a Medication Review?

This is performed annually, sometimes more frequently, depending on the medication/health complaint. This is essential even if you have been taking the same medication for a very long time as there may be new issues/options that need to be discussed with you.

Medication reviews are often done by your GP if you have had all the relevant tests investigating for something else. If there are concerns brought up by reviews they may request a telephone appointment or face to face consultation with your GP, or with our practice pharmacist. Annual nurse reviews for chronic conditions e.g. heart disease or diabetes can count towards your medication review.

Blood tests or blood pressure checks may be required prior to medication review and you will be contacted generally by SMS message to either your phone or email.



8) Messages on your Prescriptions:

Your GP/Practice nurse often communicates with you via your prescription request. For example, we may give you reminders about forthcoming blood tests, check-ups, or immunisations. Please ask your pharmacist to check for any messages that may have been sent with your prescription.

9) Electronic Repeat Dispensing:

We are currently trialling the option of 6- 12 monthly supplies of medication being issued by your GP, in 1-2 months for most medication and 3 month prescriptions for contraception and HRT medication, via your regular pharmacy. This is for patients who are stable on their long term medication and up to date with check-ups. If you are interested in this scheme, please speak to your GP during your next routine consultation, or talk to your pharmacist about whether you might be eligible.



10) Medication Wastage:

Medication wastage is a major financial problem for the NHS. Please do not over-order your medication or stockpile it in your cupboards. Once issued by your pharmacist, medication cannot be re-used even if returned to the pharmacy & has to be destroyed. If our team note that medications are too frequently requested, the GP may decline your prescription or advise a medication review.

Many thanks for your co-operation.

The HHP Team