

4. They must be satisfied with the dose that is most appropriate for you to take
5. The medication **cannot** be a controlled drug, such as morphine

If we are unable to provide an emergency supply we will always sign post you to another medical professional who will be able to help.

What about items that are not on my repeat?

If you require a prescription only medicine that is **not** on your repeat, you will need to speak to the doctor at the GP surgery for them to assess you and make sure it is suitable for you to have.

If you are not able to get through to the GP on the phone, then you may request the item in writing. The GP will assess this request and phone you if they need to discuss anything with you (please make sure you include an up to date phone number with these requests).

The GP surgery determines whether or not you are able to have these items, therefore the pharmacy cannot guarantee that we will receive a prescription back for these requests..

Repeat dispensing service

If you have taken your repeat medication long-term without any changes, you might be eligible for the repeat dispensing service. This service enables the GP to produce 3, 6 or 12 months worth of prescriptions for you at one time. These prescriptions are then kept at the pharmacy ready for you to collect (or have delivered) on a monthly basis.

The service enables quicker processing times by the pharmacy, as we do not have to wait for the GP to produce and sign the prescription each month.

If you are enrolled on this service, you will need to phone the pharmacy each month to let us know what items you need and to allow us time to dispense the prescriptions, and to order stock in if necessary. We aim to have these prescriptions ready the next working day.

If you are interested in this service please speak to a member of staff at the pharmacy who will provide you with a consent form and more information.

Repeat prescription ordering procedure.

What is a repeat Prescription?

If there is prescription only medication that you require to take on a regular basis the GP may place you on a repeat prescription. Once they have authorised this prescription they will require you to order what items you need each month.

How long does it take the GP surgery to produce a repeat prescription?

The surgery requires up to 72 working hours to process repeat prescriptions.

<i>Day and time ordered</i>	<i>Prescription ready for collection</i>
Monday AM	4pm on Wednesday
Monday PM	10am on Thursday
Tuesday AM	4pm on Thursday
Tuesday PM	10am on Friday
Wednesday AM	4pm on Friday
Wednesday PM	10am on Monday
Thursday AM	4 pm on Monday
Thursday PM	10 am on Tuesday
Friday AM	10 am on Wednesday
Friday PM	4 pm on Wednesday

How do I order?

The GP surgery has requested that where possible prescriptions are ordered online using My Health Online

<http://www.meddygfapenygroessurgery.wales.nhs.uk/my-health-online>

If you are unable to use the online system they will accept repeat orders in writing. These requests will need to include your name, date of birth and a **list of each item you require**.

To save you having to make extra journeys during this time, we can assist you by printing off your request here at the pharmacy and dropping into the surgery for you. You will need to let us know what items you need to order. You can do this by emailing your repeat order to the pharmacy:

Penygroesrepeats@outlook.com.

If you cannot email, you can phone us on 01269 842204 and we can print your request at the pharmacy and send it to the surgery.

The GP decides whether to prescribe the items, **not the pharmacy**. Please phone the surgery on **01269 831193** with any questions about what items you are allowed to order.

We recommend ordering when you have seven days worth of medication left.

What happens when I have placed an order?

When your request goes to the surgery, the receptionists check it against their records. If the items are on your repeat, they will print out the green prescription for GP to sign if they are happy to authorise it.

These prescriptions are then given to your nominated pharmacy. Here, they are labelled by a qualified pharmacy technician and then dispensed by a separate technician. It is then clinically checked by the pharmacist to make sure that is safe to take and that it does not interact with any other medication that you might be taking. It is then accuracy checked to make sure that the products labelled and dispensed are correct. We aim to process your prescription on the same day that we receive it but if there are items we need to order, the full prescription might not be ready for collection until the following day.

If you are unable to collect, your prescription can be delivered the following day. The delivery of prescriptions is not a funded NHS service but something that we provide to our customers to help patients who are not able to come down to the pharmacy themselves.

What if I will run out of tablets and have not left enough time to order?

If you have not left enough time for the prescription to be processed then it is important that you let us know as soon as possible so that we can alert the GP and ask them for an emergency prescription.

Both the GP surgery and pharmacy will do everything we can to try and help if you are due to run out of medication. However, due to the law surrounding prescription only medication we must follow certain protocols set out by the government.

If the GP is not able to give an emergency prescription before you run out of medication, the pharmacy can provide an emergency supply of certain medications- subject to the following conditions:

1. The pharmacist will need to see you face-to-face (if you are unable to leave the house they can speak directly to you on the telephone)
2. They must agree that you need the medicine immediately
3. They will need evidence that you have been prescribed that medicine before