

DISPENSARY

FREQUENTLY ASKED QUESTIONS

1. Why does my prescription take three working days?

We are currently dispensing to approximately 95% of our 8,000 patients. It is extremely difficult to fulfil a request on the same day, due to the volume we manage. We have a very small, but well-stocked, dispensary, but we cannot hold every single medication that is prescribed. We order from five different sources anticipating delivery within 24 hours. However there are occasions where we cannot fulfil this due to a variety of reasons, some of which are out of our control.

2. Why can't I call the dispensary line?

We are one of the few surgeries who still offer a telephone service, but we limit this to the elderly and housebound. This is available in the middle of the day, 12-4pm, so that we can concentrate on the clinics being run by the clinicians for patients requiring immediate attention.

3. Why doesn't my GP put everything on my repeat list?

Only certain items are put onto a repeat list for you to order and your doctor will put a certain amount of times that this item can be issued. From time to time you may be prescribed medication by your GP for a condition you have attended for, but this will not be on your regular list of items.

4. When I order online I am unable to order something I take each month and I have a message telling me 'Your medication is due for a review'

On these occasions you can send a free text in the box at the bottom and we can ask the doctor for these items on your behalf. It may not always be necessary for an appointment to be arranged, but if it is then we will contact you to arrange one.

5. The dispenser sitting at the PC has seen me waiting, why doesn't she answer the bell?

The person attending to patients waiting is not necessarily working at the PC and may not be able to see you. We ask that you ring the bell and we will endeavour to respond as soon as possible. We may be in the middle of dispensing another person's prescription and this could be deemed as dangerous to stop and attend another patient.

6. Sometimes you send me a text informing me that my prescription is ready to collect, other times I don't receive one. Why is this?

Sending a text message to advise you that your medication is ready to collect is NOT an automated service. Waiting for a text should not be relied on and if you don't receive one follow the 3 working days rule.

7. Why does medication not always appear on my DIARY repeat?

There are a variety of reasons your medication may not appear on your diary repeat, but mainly that the GP has not updated it.

8. I have just seen a GP and have been prescribed medication, what do I do now?

Please take a seat in the waiting room. The dispensary team will call you when it is ready. HOWEVER, if it has been more than 15 minutes, please ring the bell to speak to the dispensary.

9. Who is responsible for ordering my medication?

It is YOUR RESPONSIBILITY to plan when you are going to request a medication repeat.

10. How long should I give in advance to receive medication I've ordered?

Repeat medication should be requested with at least 5 working days remaining to prevent it from running out. We AIM to return your repeat as soon as possible, but the process does take time.

The following are guidance –

Routine repeat prescription requests require 3 clear working days (working days are Monday-Friday), however medication not on repeat may take longer.

IMPORTANT POINTS TO REMEMBER

Not being up to date with requested tests and medication reviews WILL DELAY the repeat process.

If you have requested a pharmacy for your prescription to be sent to, ALL your prescriptions will automatically go there in future, UNLESS you advise otherwise

We are only able to issue medication from a consultant, ONCE we have received the letter from the consultant themselves.

Ordering medication at the same time each month is more efficient, EVEN if this means that you may have a small surplus of a couple of your medications.