



**ATTLEBOROUGH SURGERIES**

**IMPORTANT NOTICE**  
**DISPENSING SERVICES**

**REMOVAL OF TELEPHONE  
REPEAT ORDERING SERVICE**

**FROM**

**MONDAY 2<sup>nd</sup> JUNE 2014**

[www.attleboroughsurgeries.com](http://www.attleboroughsurgeries.com)

## **IMPORTANT NEW CHANGES TO ORDERING PRESCRIPTIONS - STARTING 2<sup>nd</sup> JUNE 2014**

In order to make our prescription service safer, **from Monday 2<sup>nd</sup> JUNE 2014** the staff at Attleborough Surgeries will not be taking any requests for prescriptions over the telephone. All future requests for prescriptions will need to be either through:

- the on-line repeat ordering service
- written request to the surgery
- by using your repeat medication slip
- signing up to automatic dispensing
- contacting your local chemist in the usual way

Written requests/repeat slips can either be left at the Surgery for the following month when you collect your medication, or posted in at a later date.

### **THE REASON FOR THIS CHANGE**

The most important reason is that it is safer. Many telephone messages to the surgery are not clear and can involve a great deal of time and effort in checking and chasing up correct drug details and the correct dosages.

This system will reduce the number of errors or missed items that occur as a direct result of incorrect and/or incomplete details being given over the telephone to our dispensary technicians.

Together, with other Practices in the area and nationally, we have been encouraging people not to ring for prescriptions. We now intend to take this further as it has been found to lead to safer prescribing.

### **YOUR HEALTH WILL NOT BE PUT AT RISK**

Your health is our top priority. All we are asking from you is that you think a little further ahead when ordering your medication to avoid running out and having to make requests for urgent medication.

### **REPEAT MEDICATION**

Patients receiving their medication on a repeat basis will follow the same process as normal. Repeat slips can be handed into the surgery, your chemist or sent in by post, or you can order electronically using our on-line service. Medication will be available for collection within 2 working days. **The dispensary technicians at the surgery will not be able to take requests for repeat medication over the telephone from Monday 2<sup>nd</sup> June**, so you will have to think ahead and order in plenty of time, leaving at least 2 working days for the prescription to be processed and dispensed.

### **MEDICATION NOT ON REPEAT PRESCRIPTION**

Requests for medication which you do not have on repeat prescription but have been given in the past can be obtained in the following ways:

- written request to the Surgery
- completion of acute medication request slip, which can be obtained from the dispensary or reception desk.

### **AUTOMATIC DISPENSING**

This allows you to have your prescription automatically generated on a rolling monthly order, providing a high level of convenience for patients who's medication does not change month to month.

To sign up to automatic dispensing, please collect a form for completion from dispensary or download from the website, and return the completed form to the Practice.

### **SIGNING UP FOR ON-LINE ORDERING**

In order to request repeat prescriptions on-line, you must first register in person with the receptionist or on the website directly. Each member of the family will need to be registered separately.

The receptionist will give you a PIN, Practice Number and Access ID so you can go on-line and create your account.

After you have created your account on-line, you will be able to order repeat medication via the link at the top of the prescriptions page and book appointments of your choice live and direct into our appointment system.

### **FURTHER INFORMATION**

You can find a copy of this information leaflet for download on our website at:

[www.attleboroughsurgeries.com](http://www.attleboroughsurgeries.com) We will also use the website to keep you updated with any further information which may be relevant to this change.

If you have any questions regarding this change, please email: [r.reception@nhs.net](mailto:r.reception@nhs.net)

Speak to one of our dispensary technicians

Or telephone:

Lou Egan, Dispensary Manager – 01953 458399

Lucy McLean, Practice Manager – 01953 454123