



**Patient Information Leaflet
New medication**



Today the doctor has asked you to start taking a new medicine. This leaflet explains what happens next.

Where do I collect my prescription?

From January 2015 we moved to electronic prescribing. The majority of prescriptions are sent electronically to your nominated pharmacy. You can nominate your preferred pharmacy and you can change it at any time; just let us know. See <http://systems.hscic.gov.uk/eps> for more.

What if I have side effects or questions?

Please read the patient information leaflet included in the medication packet carefully. It may answer your queries. The next step is to speak to your pharmacist. We are happy to help if you have further queries or concerns that the information leaflet and pharmacist cannot answer.

When do I order more medicine?

When you are first started on a medicine the doctor will give you it on a short-term (or "acute") basis and will tell you when they want to review how it is working, this will be a few weeks later so the medicine has time to take effect. So before getting any more of this new medicine, you must speak to the GP, preferably the one who prescribed it for you. This is called a Medication Review & is important to assess if the medicine has been making you feel better, or if you have not felt any better.

Medication Reviews can be done on the telephone and are a routine matter. Please contact us a week before you finish your new medicine & book a **prebookable telephone appointment** preferably with the same GP that first prescribed it for you. Prebookable telephone appointments are also bookable on line.

What happens at the medication review?

You will have the opportunity to discuss with the Dr and tell them how you have felt while taking the new medicine.

If the medicine has not been making you feel better then the Dr may suggest changing the amount you take, or may suggest an alternative medicine.

If the medicine has been working then the Dr may make it into a Repeat.

What is a repeat medicine?

It is a medicine which you have been taking for long enough for you and your doctor to know that it is making you feel better. The doctor then marks it as a repeat medicine on our computer system so you can get more without speaking to or seeing the Dr. Usual supply is 1 month (this may vary at doctor's discretion).

Repeat medicines do need to be reviewed at intervals; you may see reminders for this on your prescription.

How do I get my repeat medicine?

Ordering online is safest and is easiest. We process 200 repeat prescription requests daily; each needs care & attention. It's in all our interests that the process is efficient and safe. Many of our patients already order online, if you would like to join them then please call us to register.

When will a medication not be put on repeat or taken off repeat prescription?

It is not always appropriate to put a medicine on repeat prescription. This may occur:

- If the medicine is a short course for short term problem
- Medicines that are changing or not stable
- When a Medication Review is needed or overdue (see below): you must arrange a prebookable telephone appointment for this

How long does it take to get a repeat prescription?

Repeat prescriptions take 2 working days to process:

Prescription requested	Ready to collect
Monday before 11am	Wednesday after 4pm
Tuesday before 11am	Thursday after 4pm
Weds before 11am	Friday after 4pm
Thursday before 11am	Monday after 4pm
Friday before 11am	Tuesday after 4pm

If you cannot order online then ask your pharmacy to order for you, or bring your written order in to the practice. *Sorry we do not take telephone requests except for certain patients who are registered with us for this service.*

What if I run out of medicine ?

Please plan ahead so that you do not run out of medicine and contact us when you have one week's supply left. We issue over 200 repeat prescriptions every day, and each needs care and attention we do not do them in a hurry.

From 1 February 2016, we are changing our system. The Doctors have made a list of medicines that can be issued at short notice because harm will be caused they are stopped. If the medicine you have run out of does not appear on our list then we are not able to issue it at short notice unless there are exceptional circumstances.