

Summer 2014



Dundonald Medical Centre

# Practice News

## Important: Changes to Prescription Ordering

To balance patient safety with patient convenience, we have made changes to the system for ordering repeat prescriptions and how they can be obtained. Our new system will be safer for patients.

**In line with recommended practice and due to the increased risk of misinterpretation phone requests are no longer available .**

Patients who receive items on a repeat prescription must order them directly from us and not from their chemist, except in exceptional circumstances.

With agreement from your pharmacist they can still collect your repeat prescriptions on your behalf 48 hours after you have ordered them.

For suitable patients we will be moving to a 56 day or 84 day supply of medications on each prescription.

## How to order Repeat Prescriptions

Repeat prescriptions can be ordered:

1. By post enclosing a self addressed envelope.
2. In person by posting the repeat slip into the Prescription Box in the porch, (this box is checked several times throughout the day).
3. Online via the practice website—only repeat

prescriptions are available to order online. Requests made online will be processed the next working day.

Prescriptions will be available for collection from 2pm two working days (48 hours) after ordering.

If you feel there is an item missing from your repeat prescription list please speak with the receptionists.



**Please feel free to make a donation at our Charity Book Stall in reception. All proceeds to Crosslinks, Ethiopia.**

## Acute Prescriptions

Acute prescriptions will continue to be issued following a telephone consultation with the Duty-Doctor or after speaking with one of the reception staff who will liaise with the Duty-Doctor.



## Hospital Prescription requests

Prescriptions requested following hospital attendance will be ready for collection from 2pm two working days after leaving in the hospital request letter.

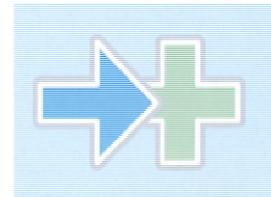
When an urgent prescription is required following an out-patient attendance please inform the reception staff and, if appropriate, this will be issued as soon as possible.

## Minor Ailments

The minor ailments scheme continues at Pharmacies.

Call into any Pharmacy displaying this logo.

For common Minor Ailments including athletes foot, diarrhoea, head lice, thread-worms, jock itch, vaginal thrush, cold sores, ear wax, mouth ulcers and oral thrush it is now possible to get medication direct from the Pharmacist if required.



## Smoking Cessation

Smoking Cessation products are now available free of charge from participating pharmacies.

Speak to your local pharmacist.

