

Why change? Why Now?

Horsefair Surgery is dedicated to offering our patients the best and safest service possible. A recent review of our prescribing service highlighted that taking prescription request over the telephone is potentially dangerous and could result in patients receiving the wrong medication. This is particularly true at very busy times of the day. To date there have been no serious errors but we should not wait until there is serious accident before we do anything. It has been strongly recommended that we cease taking telephone requests and the Partners of Horsefair Surgery have accepted that recommendation in the interests of all

Therefore from 1st April 2015 prescriptions can be requested in the following ways:

Internet (Vision On Line)

You can order via the internet by using our dedicated prescription website. If you are interested in this, please ask for an information at reception.

Email

You can order by sending an email to horsefair.prescriptions@nhs.net. You will not get a response but your request will actioned.

Community Pharmacies

You can phone your local pharmacy to place your prescription request for you. Telephone numbers are listed on next page. They can collect your prescription from the surgery and have it dispensed, ready for you to collect from them, which means you don't have to wait while the pharmacy gets your prescription ready for you.

Repeat Request Form (RRF)

This is a list of medicines, that you routinely require and that your doctor has agreed you can request from the surgery. It is printed on the white piece of paper attached to the green prescription you hand to the pharmacy. Your doctor may not be able to authorise **all** of your repeat medication requests without seeing you first.

If your doctor does need to see you, you will be informed on the repeat request form. This will also inform you if you need to make an appointment for a blood pressure check, a blood test or a medicine review. Please look out for these messages and make the appropriate appointment, before you request your medicines again.

Prescription Request Form

You can tick items on the repeat request form attached to your prescription, fill in a prescription request form (found on the reception desk) or write your request on a separate piece of paper. This can then be: handed to the receptionist at the surgery, posted in the box on the reception counter or handed in to your local pharmacy or posted to us at the address on the front of this leaflet.

IMPORTANT

If you are posting your prescription request, please ensure you leave enough time for the postal service to deliver your request, particularly during busy periods such as Christmas or Bank Holidays.

These options mean that you can order your prescription whether we are open or not. Please remember to allow 48 hours (2 full working days) for your prescription to be processed. A good rule of thumb is to re-order when you have at least a week's supply of medication left. Also, if reordering in writing, please make sure you include your: name, address, date of birth and telephone number on your request so that we can identify you.

You need to let us know from which pharmacy you want to collect your prescription so you don't have to come to the surgery to collect it.

Local Community Pharmacies

Bloxham Pharmacy	01295 722169
Boots - Castle Quay	01295 262015
Boots - Retail Park	01295 261515
Cox & Robinson	01295 262039
Free Phone	0800 043 4075
Cross Pharmacy	01295 263058
Free Phone	0800 043 5074
Frosts	01295 272432
Knights	01295 278281
Middleton Pharmacy	01295 710386
Rowlands	01295 262656
Sainsburys Pharmacy	01295 253445
Superdrug	01295 269318

