

Reception Staff

Our reception team has also been specially trained to help process any requests for repeat prescriptions or any medication enquiries.

The receptionists endeavour to do their best for you and at times will be dealing with numerous tasks at the same time. They do various other duties from making triage appointments, liaising with doctors, booking home visits, giving out results, as well as sending various letters.

Prepared by the Dispensary manager

Revised on 21st November 2019



The Mayflower Medical Practice

Dispensary Information Leaflet

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mayflowermedicalpractice.nhs.uk

www.mayflowermedicalpractice.nhs.uk

INTRODUCTION

We are a busy GP dispensing practice with two sites (Bawtry and Finningley) and have dispensaries at both sites. This means we can dispense medicines for those patients who live more than 1.6Km from a pharmacy. You are able to choose whether you wish us to dispense your medication at the time of registration.

Areas of our Practice population include:

Auckley	Austerfield
Bawtry	Bircotes
Blaxton	Blyth (some areas)
Branton (some areas)	Clayworth
Drakeholes	Everton
Finningley	Gringley on the Hill
Harwell	Harworth
Lindholme	Mattersey
Mattersey Thorpe	Misson/Misson Springs
Newington	Ranskill
Old Rossington	Scaftworth
Scrooby/Scrooby Top	Serlby
Torworth	Westwoodside (some areas)
Wiseton	Wroot

Our aim is to provide a friendly and efficient dispensary service to everyone.

Comments and Complaints

We endeavour to provide the best possible service in a friendly and efficient manner. We welcome complaints for the service we provide as well as suggestions as to how we could improve. If you wish to make a complaint, you should make contact with the dispensary manager in the first instance, who will explain how you should proceed.

Dispensers

Our dispensers prepare and check medication prescribed by the doctor, pharmacist or nurse practitioner; they dispense repeat prescription requests, deal with managed repeat prescriptions, monitored dose systems and home deliveries.

Dispensary Admin Assistant

Our admin assistant will process any repeat prescription requests; chase any medicines that we have difficulties with obtaining; process any drug orders and add them into stock, record information for dispensary purposes only.

Unused medicines

Even if you never open them, once medicines have left our premises they cannot be put back into our stock, recycled or re-used by anyone else. All medicines returned to us have to be put for disposal. This is why it is so important to check that everything you have is correct **before you leave** the building.

Please return any unused medicines to us for safe disposal; if the medicine was dispensed by the pharmacy or hospital you can also return the medicine there.

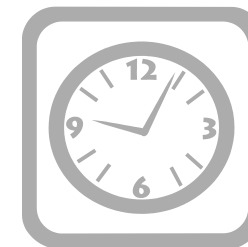
We do not accept any 'sharp bins' from patients. You are responsible to organise a collection for these from your home and this can be organised by contacting this number **0333 240 5153**



Once you have signed your prescription and taken the medicines off the premises this prescription medicine now belongs to you and is your property. This means that if you change your mind or no longer want to take this medication we can accept the medicine back for disposal but we are not able to offer you a refund for the item(s) returned.

Collection of repeat prescriptions- DISPENSARY OPENING HOURS

<u>Day</u>	<u>Bawtry</u>
Monday	10.00 - 18.00
Tuesday	10.00 - 18.00
Wednesday	10.00 - 18.00**
Thursday	10.00 - 18.00
Friday	10.00 - 18.00



<u>Day</u>	<u>Finningley</u>
Monday	10.00 - 12.30 & 15.30 - 18.00
Tuesday	10.00 - 12.30 & 15.30 - 18.00
Wednesday*	10.00 - 12.30 CLOSED
Thursday	10.00 - 12.30 & 15.30 - 18.00
Friday	10.00 - 12.30 & 15.30 - 18.00

* Time for **Audit, Review Guidelines, Education and Training - TARGET Training.**

We **close two Wednesday** afternoons a month for Training.
Please see noticeboards for closure dates.

www.mayflowermedicalpractice.nhs.uk

What is a Repeat Prescription?



Some prescriptions are authorised by your doctor as a repeat. This means that you can obtain further supplies of medication without having to see the doctor or pharmacist first.

You can tell if you have an authorised repeat prescription because the details of the medicine will be printed on the counterfoil/tear off slip that is given to you with your medication. Acute medicines, like antibiotics will not be put on to repeat prescription tear off slip.

The majority of repeat prescription medicines will be prescribed for no more than a 28 day cycle, and then you are required to reorder your medication again.

Notice required for repeat prescription re-order:



In order to manage high levels of repeat requests and to minimise errors we ask that you always allow at least **TWO WORKING DAYS** notice (excluding weekends and bank holidays) before you collect your prescriptions.

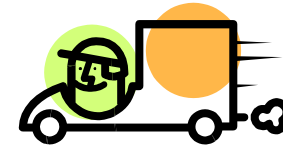
Pre-Payment Certificates



If you have to pay for your prescriptions and get more than 4 items in 3 months, or 14 in 12 months, you could save money by buying a pre-payment certificate.

Please contact the Prescription Pricing Authority for further information on **0845 850 0030** please have your debit or credit card available to purchase over the phone.

Medication Delivery Service



We can deliver your repeat prescriptions straight to your door if you fit our criteria. This is a free service provided for our dispensing patients by the practice; this is not an NHS service. Please ask for details.

www.mayflowermedicalpractice.nhs.uk

Are you claiming free prescriptions?



Patients between the ages of 16 -60 will be asked whether they pay for their prescriptions. For those patients who have a pre-payment certificate or an exemption from NHS charges it is useful for you to bring this evidence with you. All prescriptions (not contraception) must be paid for on collection. For those claiming exemption it is important you complete the back of your prescription correctly. Never assume you are entitled. You could have **to pay up to £100 penalty charge**– as well as the prescription charge.

It is standard policy that if you are unsure whether you are entitled to free prescriptions then the prescription charge should be paid and a FP34 receipt can be given to you. This means that you will be able to claim the money back should you find you were exempt of charges. The receipt is refunded at any pharmacy with proof of your exemption and FP57 receipt.

Are you are unsure whether you are entitled to help with health costs?

There is a booklet available on this and other resources are available at:

www.nhsbsa.nhs.uk/freeprescriptions

Re-ordering your repeat prescription



There are a number of ways you can re-order your repeat prescriptions.

- On-line. This is the quickest and easiest way to re-order your medication. To register for the online service please come into the Practice with photo identification so we can register you for online services.

*Once you are registered for this service your **password** will allow you access to your **electronic repeat prescription record**.*

- You can use your **repeat prescription slip** – we would ask that you **'TICK'** the items required for re-ordering.
- By post – Use your repeat slip and address the envelope to *'The Dispensary'*

Let us take care of re-ordering your prescriptions

If you have a regular 28 day repeat prescription then we can manage the re-ordering for you. This means your prescription will be ready for collection when it is next due. Please ask about a 'managed repeat' prescription if this is of interest to you.

www.mayflowercalpractice.nhs.uk



Changes to your repeat prescription

Sometimes your medication may get changed by the hospital. We can only update your repeat prescription **with evidence** from the hospital before these changes can take place. Please allow **at least two weeks** for this to happen.

Medication reviews

If you are receiving repeat medication, good safe practice requires you to have medication reviews from time to time depending on the medication you are taking. This is important to ensure that the medication is working and to assess whether the medication is still appropriate for you.

When your medication review date is due the pharmacist and/or administration team **will contact you to arrange a telephone appointment.**



Taking medication abroad

When taking medicines abroad, your doctor can only prescribe a limited amount of any drug. If you are going away for more than three months you will need to make sure you can get any medicines you need in the country you are going to.

Requests for more than three months' supply will not be accepted.

How to obtain urgent repeat prescriptions

When the surgery is **closed** make contact with either of the following services,

- Your local retail pharmacy – they may be able to provide you with an emergency supply particularly if they have previously dispensed this item for you.

OR

- Contact the Out of Hours Provider. To do this telephone the practice on 01302 710326 and you will be automatically re-directed to the provider.



Dispensing reviews of 'Use of Medicines'

From time to time we may invite you for review of your medicines. The review covers compliance and concordance:

1. How you actually use
2. Understanding and experience
3. Side effects and adverse effects
4. Address any poor or ineffective use
5. Obtaining your feedback