

Before reordering your medicines:

SEE

what medicines you already have

THINK

Before you order repeat medicines

ORDER

only what you need

PROTECT

yourself and others by disposing
of medicines carefully

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VAT Registration Number 879082282.

*Please Note: all calls to and from the surgery are recorded and may be monitored for quality and training purposes.

“Together we build happy, healthy communities”

www.wallingbrook.co.uk

Wallingbrook Health Group

Chulmleigh • Winkleigh

Dispensary Booklet



Contents

- Page 3** Dispensing, Repeat Prescriptions and How to Order Medication
- Page 4** How to Order Medication continued
Medication Queries
Obtaining Urgent Medication
- Page 5** Month of Birth Medication Reviews.
- Page 6** Dispensing Turnaround Times and Collection Sites
Chulmleigh, Winkleigh and Dolton
- Page 7** Working with Local Clinicians
- Page 8** Prescription Charges and Exemptions
- Page 9** Controlled Drugs
- Page 10** Monitored Dosage System
- Page 11** Monitored Dosage System *continued*
- Page 12** Wallingbrook Health Group contact details.



What will the Dispensary do?

The patient must first have an assessment with their Doctor or the Pharmacist who will decide with the patient if this system would suit them.

Once the Dispensary has received a prescription from the patient's Doctor, they will contact the patient to discuss the timings of the medication. The medication will then be packed in a MDS and labelled appropriately. The Dispensary will let the patient know when the first tray is ready to collect, which could be up to a month after the initial assessment. The Dispensary will ensure the trays are ready for collection each week.



Monitored Dosage System

Monitored Dosage System (MDS)

At WHG we offer a MDS that can help patients who take many different medications at different times of day and have difficulty administering prescribed medication.

What is MDS?

MDS is a method of dispensing your medication to help you keep track of what to take and when to take it. You will receive your medication in a special tray.

This tray has a number of compartments, which are very easy to open, with days of the week and time of the day labelled.

The dispensary fills the tray with your medication in the appropriate compartments. This means you will not struggle with lots of tablet boxes and pushing tablets out of often hard to open blister packs.

Who could benefit?

Patients:

- taking large quantities of different medication.
- who struggle to organise medications and find it difficult to remember to take them at the correct time each day.
- with restricted use of their hands, for example patients with arthritis, Parkinson's disease or multiple sclerosis.
- who have complex medicine regimes taking different medications on different days.
- who are partially sighted.

Who may not be suitable for MDS?

- This system does not suit everyone and will depend on the type of medication a patient is taking. Some medication cannot be transferred from the original packaging as this can lead to deterioration in the quality, which could result in a reduction in the effectiveness of the medication.
- Patients who are not completely stable on their medication and therefore may be subject to changes.
- The trays can only be supplied on a weekly basis, which can be inconvenient to patients.

Dispensing, Repeat Prescriptions and How to Order Medication

The Practice dispenses medication for all patients registered with Wallingbrook Health Group (WHG).

If you are taking regular medication the Doctor will place these items on repeat, allowing you to re-order them when required using one of the following methods:

Monthly Ordering System - our recommended method

It is very simple to use. On picking up your monthly repeat simply reorder all you will require for the following month. We will then arrange a collection date (usually in 28 days time) and provide you with a reminder card. Your medication will be ready to be collected on the date stated on the card at your preferred collection point. There is no need to contact us in advance to check if your prescription is ready.

Via Online Services (SystemOnline)

To order your medication via the online service, you must be registered for SystemOnline. Complete the online access form available from our website or from the Surgery. To activate your online services we require photo ID. Bring your form and photo to the Reception desk or Dispensary to register in person. We will then give you a username and password.

To order online go to SystemOnline, log in and choose the Medication tab, select 'Request Medication' from the drop down menu, tick which medication you require and click continue, add any notes if needed, then click 'request medication'. Dispensary will then be notified of the request.

Via the NHS App

Download the NHS App and set up your NHS Login. (Details can be found online or by asking Reception) Login in to your app and select Order a repeat prescription, select the items you required and click confirm.

Via a Repeat Slip

To order your medication via a repeat slip tick the medication you require and hand it in to the Dispensary. Your repeat slip will be in your prescription bag.

Via Answerphone

To order your medication via answerphone, telephone the Surgery on 01769 580295 and press option 2 for the repeat prescription line and leave a message stating your full name, date of birth, the medication you require and where you would like to collect it from. These prompts are given before you leave your message.

To discuss which method may work best for you, speak to a member of the Dispensary team.

Medication Queries

Should you have a query with your medication, telephone the Dispensary on the normal Surgery line (01769 580295) and choose option 1 for 'appointments and enquiries' then option 2 to 'speak to Dispensary'.

Obtaining Urgent Medication

If you urgently require medication during surgery opening hours, contact the Dispensary, who will advise of the options available.

If urgent medication is required when the surgery is closed, call 111 for advice. Alternatively you may be able to request this medicine from a local pharmacy in an emergency, subject to certain conditions.

For more information and advice visit the nhs.uk website:
www.nhs.uk/live-well/healthy-body/out-of-hours-medicines/

Controlled Drugs

Some prescription medicines are controlled under the Misuse of Drugs legislation. These medicines are called controlled medicines or controlled drugs. Examples include: Morphine, Oxycontin and Fentanyl.

Upon collecting a controlled drug medicine, the Dispensary team will ask for proof of your identity, such as your passport or driving licence. You will also be asked to sign the back of your prescription, to confirm that you have received the medicine.

If collecting controlled medication for someone else, you are legally required to show the Dispensary team proof of your identity when asked. If collecting medication for the first time for someone else, the Dispensary will ask for a letter from the patient giving you authorisation to act as their representative.

If you are prescribed a controlled medicine, it is important you:

- store your medicine properly and safely at home.
- keep your medicine out of the sight and reach of children.
- never give your medicine to anyone else.
- take extra care while taking this medicine, for example if it could affect your ability to drive or do your job safely.

For further information on controlled drugs visit:

www.nhs.uk/common-health-questions/medicines/what-is-a-controlled-medicine-drug/



Prescriptions Charges and Exemptions

Extensive exemption and remission arrangements protect those likely to have difficulty in paying NHS charges (prescription, dental, optical or hospital travel costs).

The NHS prescription charge is a flat-rate amount which successive Governments have thought it reasonable to charge for those who can afford to pay for their medicines. Prescription Prepayment Certificates (PPCs) offer real savings for people who need extensive medication.

For information and to purchase a PPC visit:

<https://services.nhsbsa.nhs.uk/buy-prescription-prepayment-certificate/start>

NHS Charges

For further information about prescription exemptions and fees ask one of the Dispensary team or visit the following websites:

Prescription charges:

<https://www.nhs.uk/common-health-questions/nhs-services-and-treatments/how-much-nhs-prescription-charge/>

Help with prescription costs:

www.nhs.uk/using-the-nhs/help-with-health-costs/get-help-with-prescription-costs/

Exemption Cards

If you are exempt from paying for prescriptions you will be asked to show your valid exemption card. Should the valid exemption not be clear, payment will be taken. A receipt can be issued to enable you to claim back the money from the NHS Business Service Authority. Ask your pharmacist, hospital or doctor for the refund form (FP57) when you pay for your prescription. You cannot get one later. Refund applications must be applied for within three months of paying the prescription charge.

Paper Prescriptions

Prescriptions can be sent electronically to a pharmacy of your choice, please allow enough time for us and your chosen pharmacy to process your prescription.

Hospital Prescriptions

If you have been given medication as a result of a hospital visit, whether as an outpatient or as a result of a stay, ensure any letters detailing any addition or change to medication are forwarded to the surgery as soon as possible. Your Doctor will update your record and notify the Dispensary, who will ensure any new medication is dispensed when required.

Month of Birth Medication Reviews

Patients on repeat medication maybe asked to see a Doctor, a Practice Nurse or a Health Care Assistant once a year during their month of birth to review these regular medications. The review date is detailed on your repeat slip.

During the month prior to your birthday, you will receive an invitation by letter, email, text or automated voice message asking you to make an appointment for the yearly review of your medical condition(s) and the medication you are taking.

Ensure that you book your month of birth medication review within one month of receiving your invitation to avoid unnecessary delays to further prescriptions.



Dispensing Turnaround Times and Collection Sites

Your medication can be collected from the Dispensary at the Chulmleigh Surgery, the Winkleigh Surgery or Dolton Post Office.

Dispensing turnaround time for collection of repeat medication from Chulmleigh:

Prescription Handed in at Chulmleigh	Prescription Ready to Collect at Chulmleigh
Monday	Friday
Tuesday	Monday
Wednesday	Tuesday
Thursday	Wednesday
Friday	Thursday

Dispensing turnaround time for collection of repeat medication from Winkleigh:

Prescription Handed in at Winkleigh	Prescription Ready to Collect at Winkleigh
Monday	Monday the following week
Tuesday	Tuesday the following week
Wednesday	Wednesday the following week
Thursday	Thursday the following week
Friday	Friday the following week

Collecting from Dolton Post Office

Deliveries to Dolton Post Office are on Tuesdays and Thursdays. Allow one working week when ordering medication to be collected from Dolton Post Office.

Working with Local Clinicians

As with most medical practices in North & Mid Devon we work from a limited list or 'formulary' of drugs and dressings. Local hospital consultants work from the same formulary. Prescribing exclusively from this formulary means that we use drugs with which we are familiar and whose benefits, dose range and potential side effects are known.

Drugs are not excluded from the formulary on the basis of cost. New drugs are only introduced when they have been extensively tried and tested and proved to be effective and safe. Only under exceptional circumstances will we prescribe drugs not in the formulary, usually because of a recommendation from a specialist.

As part of the NHS campaign towards generic prescribing, you may notice a difference in the shape, colour or packaging of your medication. The actual medicine is exactly the same, only the company that makes it has changed. If you have any concerns about this, contact the Dispensary on 01769 580295.

