

# The Prescription Journey

## Background

Our Practice population is currently just over 5,700 patients. Of these 3025 (53%) patients have one or more items on repeat. We receive 80-100 requests daily via electronic requests, e-mail, handwritten requests from patients, pharmacies and hospitals/clinics.

## The Process

All non NHS Account requests have to be manually sorted from multiple sources and then transcribed by our already busy receptionists. They are then forwarded to a GP having identified any issues, eg non-current meds, review due etc.

In contrast an NHS Account Request will go directly through to the clinician, freeing up reception time for their many other duties.

Any queries raised may take time to process. Patients may be requested to come in for bloods or review. There can be delays if we are unable to contact you straight away.

The clinicians generally sign prescriptions in administration time. During this busy time they are also looking at test results, writing reports, reading clinic/hospital letters and attending meetings. Unless they are on annual leave, your prescription is allocated to your usual GP to sign. None of our GPs work 5 days a week in the Practice so your prescription may not be signed on the same day it is generated.

We ask that you order your medication in a timely manner, eg for a three month prescription two weeks in advance. The following is a guideline for time allowed from ordering your prescription to collecting it from the pharmacy, who also need time to process your order once it has left the Practice.

<u>Request</u>	<u>Collect from Pharmacy</u>
<b>Monday</b>	<b>Friday</b>
<b>Tuesday</b>	<b>Monday</b>
<b>Wednesday</b>	<b>Tuesday</b>
<b>Thursday</b>	<b>Wednesday</b>
<b>Friday</b>	<b>Thursday</b>

We frequently receive requests marked 'urgent', these are only treated as a priority if the medication is included on our list of essential items which would be dangerous for a patient to go without for a few days eg insulins. Timely ordering should avoid this altogether.

**We are encouraging as many patients as possible to order online through an NHS account. The advantages are**

- **You are able to see your repeat medication and tick the items you need**
- **Request goes straight to a clinician's inbox for signing – no need for reception to process**
- **You are able to track the progress of your request and send a message to your GP**
- **Improves safety and efficiency**
- **Reduces errors in issuing wrong items**
- **Improves security**

To register for an NHS account please visit our website for further details:

<https://www.drshadeydancy.nhs.uk/managing-your-health-online>