

Prescription request submitted to surgery by patient

Before 12 midday

PRESCRIPTIONS ARE PRINTED

A dedicated member of staff prints all pending requests between 10am & 12pm. They are then distributed to GP's shortly after midday for them to be checked & signed after they've finished seeing patients.

After 12 midday

PRESCRIPTIONS ARE PRINTED

A dedicated member of staff prints all pending requests between 2pm & 4pm. They are then distributed to GP's shortly after 4pm for them to be checked & signed after they've finished seeing patients.

After 4pm

FILED FOR THE NEXT DAY

All non-urgent requests received on paper or sent online are collated ready for the prescription clerk to print the next working day.

NB: Telephone requests are not accepted after this time.

PRESCRIPTIONS ARE CHECKED & SIGNED BY GP

After surgery, the GP will deal with their telephone calls, results, incoming post and visit requests. They will also use this time to check & sign all prescriptions & advise reception staff and/or patients if any action needs to be taken (e.g. Medication reviews).

PRESCRIPTIONS ARE RETURNED TO RECEPTION

Reception staff will sort prescriptions ready to be sent to their appropriate destination for collection. All prescriptions sent to pharmacies are logged (this is to assist in providing an audit trail of their location).

NB: prescriptions ordered by 12pm are returned to reception by 4pm the same day. Items ordered by 4pm are returned to reception by 6pm the same day.

PRESCRIPTIONS ARE COLLECTED BY PHARMACIES

Each pharmacy has it's own preference for when & how frequently to collect prescriptions.

Boots, 2 High Street – mornings & afternoons
Boots, 39 High Street – mornings & afternoons
Boots, Vine Surgery – afternoons
Glastonbury Pharmacy – mornings & afternoons
Sainsburys – afternoons
Street Pharmacy – mornings

PHARMACY DISPENSES PRESCRIPTION

The pharmacy dispenses your medication (ordering additional stock if required in order to fulfil the prescription).

NB: Pharmacies ask that you please allow up to 3 working days before collection. This is to ensure your medication is in stock and has been dispensed. This does not include weekends, so items ordered on a Friday afternoon, may not be ready for collection until the following Wednesday.

IMPORTANT NOTES

* Patients on repeat medications need to have an annual medication review with a GP. * If you have your medication delivered to your home, you will need to allow extra time. * Please avoid changing your prescription destination as this increases the risk of error and prescriptions going astray. * If an item is not on repeat, this is usually because your GP wants to monitor it's use and will need to see or speak with you before a further issue can be made. * Please only order the medication you need and use – wasted medication costs the NHS more than £2 million each year.