
❖ The Westgate View ❖

Drs Goudie, Dorward, Neville, Nicoll, Johnston, Lowe, Austin and Whittingham

Winter 2011

MEDICATIONS SPECIAL EDITION


There has been quite a lot of activity around the area of medicines recently both in the practice and in NHS Tayside. This newsletter is designed to keep you informed of what is going on.

Westgate has recently reviewed our prescription policy and NHS Tayside is currently running a campaign to highlight the problem of medicines waste. Changes are occurring in community pharmacy and also technology is constantly evolving to allow us to offer you different services.

Read on to find out more....

ABOUT THE AUTHOR



Hello, I am Kirsty Duncan the Practice Pharmacist. I joined Westgate in 2008. I work part-time. When not at work I look after my 2 small children. I also enjoy running and cycling and am taking part in the Etape Caledonia Cycling event this May, Yikes! I better get on my bike. 

I work Monday, every 2nd Wednesday and Friday. My role is to promote the safe and effective use of medicines. I conduct medication reviews, lead on projects looking at prescribing and help the Practice make the most of the available medicines budget. If you are having difficulty with managing medicines I am contactable by telephone to help.

THE PRESCRIPTION CLERKESSES

Pamela Archibald
Berenice O'Rourke
Sharon Selway

The Prescription Clerkesses are designated staff from the administration team who are responsible for producing your prescriptions. For safety basic checks are done on your prescription request by the team. One of these is to check the number of days since the prescription was last ordered.

YOUR USUAL GP

Your usual GP will make the final decision as to whether to issue a prescription or not. Sometimes prescriptions are held back for safety reasons. Sometimes the doctor may want to see you to review your condition before issuing a further prescription.

We have recently introduced a system where your GP will notify you, by way of a letter attached to your prescription, if a medication needs renewed. Where possible we will try to give you advance warning of this. However in some circumstances there will not be a further supply of medication made until you have attended the surgery for review

We produce around 3000 prescriptions every week, approximately two thirds of these are repeat prescriptions.

ORDERING PRESCRIPTIONS



We ask that any requests for prescriptions are made in writing to the practice (allowing telephone requests for the 2000 repeat prescriptions every week would tie up the telephone lines preventing and delaying vital communication). This can be done in the following ways:

ELECTRONICALLY

Our new secure website:

www.westgatemedicalpractice.co.uk

Once set up, the details of your prescription are stored for subsequent orders. **Please note this is for routine requests only. Please do not send urgent requests in via this route.** This is routinely checked until 3pm in any working day.

IN PERSON

Repeat prescriptions can be requested using the tear off slip by ticking the items you require and posting the slip in the red prescription box to the left of reception.

Occasionally it may be necessary to request items that are not on repeat (and therefore not on your slip). These can be requested in the same manner as repeat prescriptions but with the details written on a piece of paper. Please include as much information as you can – Name, Address, Date of Birth and Item details: medicine name, form ie tablet, strength, dose and quantity you require. The request will then go to your usual GP who will decide whether they want to issue you with a further supply of this medicine.

ORDERING PRESCRIPTIONS CONT.....**VIA POST**

If you wish to have your prescription returned by post please include a self addressed, stamped envelope.

VIA A DESIGNATED COMMUNITY PHARMACY

You will need to contact your Chemist to arrange. If received *in the surgery* by 3pm, routine prescriptions will be available for collection after 3pm the following working day.

Please note that requests submitted via post or via a pharmacy for collection at that pharmacy will take longer due to the transportation of the request slip and the prescription to and from the surgery.

Hospital Clinics

Hospital clinic letters recommending a new treatment will be processed in the same manner and timescale as described above for routine requests. If any treatment is required urgently it is the responsibility of the hospital clinic to issue you with a prescription or arrange for the supply of that medicine. It is important that the routine process is followed as it allows safety checks by the practice staff to occur. Sometimes a prescription can be held up if the request is for a more unusual treatment or sometimes further information is required from the hospital. It may be that the treatment has been recommended without full knowledge of your previous medical history and further discussion needs to occur. If a significant delay is anticipated we will endeavour to contact you and let you know.

EARLY REQUESTS

Prescriptions are generally issued on a 28 day or 56 day basis. A request is considered early if it is more than 7 days before it is due on a 28 day supply or more than 14 days before it is due on a 56 day supply.

To reduce waste and potential stockpiling of medications at home we will not routinely issue medications before these time limits.

There may be occasions where it is necessary to order your medicines early such as holidays, which we try our best to accommodate. Please inform the prescription team of the reasons for an early request by way of a note.

Other reasons for early requests may be the incorrect dose on repeat, please inform us of such instances to ensure our records are kept as accurate as possible.

TIP - Run out of tablets early?

Try the Chemist where you last took that medicine to be dispensed – sometimes they do not have the full amount of that medicine in stock when you hand in your prescription and you may have a balance to collect.

TIP – Do you feel like you are continuously ordering your tablets?

Ask at reception for a medication alignment form. This will allow us to produce a one off prescription that will bring regular medications into line (where possible)

TAYSIDE MEDICINES WASTE AWARENESS WEEK

Once medicines have left the pharmacy they cannot be reused, even if unopened. It is therefore vital that you check carefully stocks of medicines before ordering more. Excess medicines at home are not only potentially wasteful (if your treatment is changed) but also a risk to others (eg. Children)



NHS Tayside estimates that wastage of medicine costs them **£3.5 million per year**

We all have a role to play in trying to reduce this needless waste – please pick up a leaflet in the surgery for more info.

MANAGED REPEAT SERVICES

These are schemes offered by some local chemists to take responsibility for the ordering of repeat medications. In a bid to reduce waste and unnecessary prescriptions we would ask where possible that you maintain control of your own prescription. You know how much medication you have and how much you take and when you are likely to run out.



There are circumstances where this service is invaluable for housebound vulnerable individuals and we would prefer if it was reserved for those who need it.

Using Healthcare Suppliers?**For cathethers and other appliances.**

As good practice a healthcare supply company should be in possession of a prescription before issuing items from it. With this in mind and in a bid to reduce waste we ask that requests for such items are placed by you to the surgery. We can then send the prescription on to the homecare company of your choice to have it filled, provided that this is marked on your request.

I hope this newsletter has been informative. If you have any comments or wish further information contact the Practice Pharmacist – details as above.

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