

Dear Patient

REPEAT PRESCRIPTIONS

Due to the increasing number of prescriptions the dispensary is now dealing with we have been unable to meet the demand of some of our patient's expecting to collect their medication 24 hours after requesting their medication.

We are therefore, producing clear guidelines on when you can collect and when to re-order your repeat prescription, (please see attached) in the hope that this will lead to a better service for all our patients with less pressure on the dispensary staff.

By implementing these changes we hope that our patients will benefit from a better experience leading to less confusion and wasted journeys.

We would like to thank you all in advance for your help.

The Dispensary Team
Boscastle & Tintagel Surgeries

When will my prescription be ready to collect from the surgery?

If you are collecting your prescription from the surgery, please allow two full working days (not counting Saturday, Sunday or Bank Holidays) for us to be able to get your prescription ready.

Requested on Monday	Available after 3pm on Wednesday at Bos ,after 12noon at Tint
Requested on Tuesday	Available after 3pm on Thursday
Requested on Wednesday	Available after 3pm on Friday at Bos, after 12noon at Tint
Requested on Thursday	Available after 3pm on Monday
Requested on Friday	Available after 3pm on Tuesday

Please note if you are ordering via the surgery website using The Waiting Room you will receive notification that your prescription has been processed. This will act as the day you requested your medication. **Prescriptions dropped into the surgery after 3pm will not be processed until the following day.**

When will my prescription be ready to collect from my delivery point?

The dispensary has always tried to get medication back to the collection points for the next delivery but unfortunately due to the high demand this is no longer feasible. As a result of patient's not knowing when their medication will be available for collection we are experiencing a high level of telephone calls to the dispensary enquiring when medication will be available for collection. As a result, we are now asking patients wishing to use our free delivery service to one of the outlying Post Offices at Crackington, Marshgate & Wainhouse or to Luggs Garage, Delabole to order your prescription between 7 and no less than 4 working days (not counting Saturday, Sunday or Bank Holidays) before you require your medication. We hope that this will result in a better service for our patients.

Request at Delivery Point or received via The Waiting Room Monday before 12.00pm	Received at the surgery after 2.15pm	Delivered to collection point Friday after 2pm
Request at Delivery Point or received via The Waiting Room Wednesday before 12.00pm	Received at the surgery after 2.15pm	Delivered to collection point Monday after 2pm
Request at Delivery Point or received via The Waiting Room Friday before 12.00pm	Received at the surgery after 2.15pm	Delivered to collection point Wednesday after 2pm

Please do not telephone the surgery unless you have been to your collection point and your prescription is not available. **For those patients ordering their prescription via The Waiting Room, please note that the day we process your request is the day you receive your confirmation and not the day you ordered your medication as this may be different.**

Why does it take 2 working days for repeat prescriptions?

We do not have room in the dispensary to keep every drug in every strength in stock. We therefore ask for 2 working days to enable us to order your medication in from our suppliers.

How soon can I re-order my prescription?

We request that where possible you order all your medication together once a month. This can be between 7 and (no less than) 2 full working days of your medication being due.

HELP US TO HELP YOU:

- **We do not take repeat prescriptions over the telephone.**
- Think in advance.
- Try to order your medicines one week before you need them.
- **NEVER RUN OUT OF MEDICINES**
- The request slip lists only the medicines you can order on repeat prescription without needing to see the doctor each time.
- If you require a medicine not mentioned on your request slip, please add details, in writing, and either your request will be processed, or an appointment arranged to discuss.
- Please tick the box next to each medicine that you want to order if using the request slip.
- If requesting medicines by letter, please write clearly stating the drug name, strength and how often you take the medication. Also if the prescription is to be sent to a pharmacy please also write clearly which pharmacy.
- If there are medicines listed on the request slip that you no longer use, please tell the Practice.
- If you require medication early due to holidays, please write this on the bottom of your request.
- Please do not telephone the surgery to enquire whether your medication is ready for collection.
- **Please remember to allow time for public and bank holidays.**