



Norbury Medical Practice Newsletter – January 2020



PRESCRIPTION REQUESTS

Our repeat prescription system follows both the national and Croydon NHS prescribing policies.

If you take medication on a regular basis you will need to make further requests by using the tear-off slip on the right hand side of the computerised prescription slip which you can hand in at the reception or post to the surgery. You can also order your prescriptions online once you have registered for this service. If posted, do remember to enclose a stamped addressed envelope.

Please allow two working days for your prescription to be ready, making extra allowance for bank holidays and weekends. From time to time you will be asked to see a doctor to review your medication. Note that a **REPEAT PRESCRIPTION REQUEST WILL NOT BE ACCEPTED BY TELEPHONE** unless the patient is housebound, as serious mistakes can happen in taking messages on the phone.

If you do run out of your repeat medication then an emergency supply may be obtained from your regular pharmacist. **WE NO LONGER ACCEPT REQUESTS FOR PATIENTS FROM THE PHARMACY.**

REDUCING MEDICINE WASTE

South West London Medicines Optimisation Team are working together on a project to reduce medicine waste by improving the quality of repeat prescribing/ordering systems and enabling patients to manage their own repeat prescriptions according to need. Patients and carers are central to the process and it is important to recognise that non-adherence may be an issue.

The SWL project seeks to empower patients with the emphasis on using digital systems i.e. patient on-line systems for re-ordering repeat prescriptions to avoid waste.

A new video has been prepared that may help promote the message to patients. Click on the following link:-

<https://vimeo.com/374880512>

ELECTRONIC PRESCRIPTION SERVICE.

A new system has been created to make it easier for you to pick up your repeat prescription. It is called the Electronic Prescription Service, or EPS for short, and is an NHS service that sends your prescription direct from the GP Practice to the Pharmacy of your choice without the need for a paper copy. With EPS you will not have to visit your Practice to pick up your paper prescription anymore, and if you use your local pharmacist, you would be able to discuss any concerns you have when you collect your medication.

Your electronic prescription will only be seen by the same people in the Practice and Pharmacies who see your paper prescription now. EPS is reliable, secure and confidential. If you are interested in using the Electronic Prescription Service speak to your Pharmacist or the Practice staff.

You can also find out more about the Electronic Prescription Service by clicking on the following link:-

<https://www.nhs.uk/using-the-nhs/nhs-services/pharmacies/electronic-prescription-service/>

or by Googling “Electronic Prescription Service”

Norbury Medical Practice

SHOPPING BUS FOR 60+



Would You Be Interested?

The bus will pick you up from Norbury Medical Practice, take you to Sainsburys at Streatham Common. This would be at a cost of £3.00 and includes transport and refreshments. If you are interested please give your name and contact details to reception and if there is enough interest we will run the project in the new year.