

## New Prescription Desk

What is the purpose of the new desk?

1. To deal with queries
2. Collect repeat prescriptions
3. To provide direct access to the prescription team and a Pharmacist

What is the direct line to the desk?

You can call us on the **direct prescription line: 01296 468585**

When is the prescription desk open?

8.30am -6.30pm

Can I order my repeat prescriptions using the direct line phone number?

**No**, continue to order repeat prescriptions as before, see inside for details. We do not take phone orders unless you are housebound.

[www.poplar-grove.nhs.uk](http://www.poplar-grove.nhs.uk)



## About your Prescriptions And Medication



## How do I order my repeat medication?

If you are on regular medication and require a prescription, you can request your medication in the following ways:-



- ◆ **Online via Patient Access** Come along to the Practice and ask for your login details to be printed, **you will need to bring in photographic ID** for patient confidentiality. It is a straightforward registration process and will give you instant access 24/7 to take control of your healthcare.
- ◆ **In person** by leaving a request slip in the repeat prescription box, now located opposite main reception.
- ◆ **Post** - you will need to supply a stamped addressed envelope.
- ◆ **Via your pharmacy**

**Please allow a minimum of 72 hours, excluding weekends and Bank Holidays for your prescription request.**



### Repeat Dispensing Scheme

If you, or someone you care for, use the same medicines regularly, you may be able to benefit from repeat dispensing from the pharmacist. This means you won't have to visit the surgery or make an appointment to see the doctor or practice nurse every time you need more medicine. Contact your chosen pharmacy for more information.

**The Electronic Prescription Service (EPS)** may be able to save you time. EPS makes it possible for your prescriptions to be sent electronically to the pharmacy of your choice. This means, you will no longer have to collect a paper repeat prescription from your GP practice.



## What is the cost of a prescription?

Prescription - £8.60 per item **2017-2018**

## How can I reduce the cost of my repeat prescriptions?

A 12-month prepayment certificate (PPC) is £104.00 and a 3-month PPC - £29.10.

### How can I pre-pay?

If you live in England you can either:-

- ◆ complete a PPC (FP95) online application form on the NHS Business Services Authority website and pay by debit or credit card
- ◆ pay by phone - call 0300 330 1341, and pay by debit or credit card or set up a monthly direct debit
- ◆ at a registered pharmacy - using the FP95 application form; you can pay the pharmacy directly.



## Who is entitled to free prescriptions?

You can get free NHS prescriptions if, at the time the prescription is dispensed, you:

- ◆ are 60 or over. If you are under 16 or 16-18 and in full-time education
- ◆ are pregnant or have had a baby in the previous 12 months and have a valid maternity exemption certificate (MatEx)
- ◆ have a specified medical condition and have a valid medical exemption certificate (MedEx)
- ◆ hold a valid war pension exemption certificate and the prescription is for your accepted disability
- ◆ are an NHS inpatient

You are also entitled to free prescriptions if you or your partner - including civil partner - receive, or you're under the age of 20 and the dependant of someone receiving:

- ◆ Income Support
- ◆ Income-based Jobseeker's Allowance
- ◆ Income-related Employment and Support Allowance, or
- ◆ Pension Credit Guarantee Credit

Did you know we have an onsite pharmacist? Alli Kumar works three days per week and can be contacted at the prescription desk for prescription queries and general pharmacy advice

