



## COMMON QUESTIONS & ANSWERS

**Q** I've run out of tablets and need some urgently. What should I do?

**A** If the surgery is closed, please go to your usual chemist with your empty medicine bottle or box and explain the situation to them. They may issue you with just

enough tablets for you to get by for the time being, depending on the medication. When the surgery is open again, please drop in your repeat prescription request as usual and take this prescription to the same chemist that gave you your temporary supply.

**Q** I no longer take some of the tablets that are still on the computer print-out. What should I do?

**A** No problem. Only tick the items that you require now. The print-out is like a rolling log of medication that you are on or have had in the past and is useful to the doctors.

**Q** Some of my medicines seem to have changed names. Why?

**A** Many medicines have 'trade' names and 'generic' names – e.g. Ventolin and Salbutamol inhalers. Medically there is no difference between the trade medicine and the generic medicine. We try to use more generic medicines because they save the NHS money – money that can be used in other areas of patient care.

**Q** I have some questions that are not in this leaflet.

**A** Please telephone us or pop in to see us. We are here to help you.

### Useful telephone numbers

Horton Retail Park	01372 721749
Boots the Chemist	01372 724423
Lloyds (Old Cottage)	01372 742963
Lloyds (High Street)	01372 723217
Sainsbury's	01372 729318



8 The Derby Square, Epsom, Surrey, KT19 8AG  
Telephone: 01372 726361  
[www.derbymedicalcentre.co.uk](http://www.derbymedicalcentre.co.uk)



## Patient Information Leaflet



## REPEAT PRESCRIPTIONS

<b>Routine requests</b> - Repeat prescriptions take 48 hours to process	
Prescription requested	Ready to collect
Monday	Wednesday after 2pm
Tuesday	Thursday after 2pm
Wednesday	Friday after 2pm
Thursday	Monday after 2pm
Friday	Tuesday after 2pm

**Urgent requests** –please speak to reception.



## REPEAT PRESCRIPTIONS

- Most of our patients have a computer print-out showing their medication. Not all patients' medication, however, can be put onto the computer.
- Please tick the medication you require and indicate whether you would like us to send your prescription to one of the chemists in Epsom by writing 'Boots', 'Lloyds' 'Hills', 'Horton Retail Park' or 'Sainsburys' on the top of your form. (If Lloyds, please state 'High Street' or 'Old Cottage'). It still takes us the same time to process your prescription, but instead of collecting it from the surgery, it will be waiting for you at the chemist. Unless you tell us otherwise we will leave your prescription at the reception desk for you to collect.
- Please give your print-out to the Surgery – you can:
  - \* Hand it in at reception (or leave it in box provided),
  - \* Pop it through our letterbox
  - \* Fax it to us on 01372 738398.
- Your prescription will be ready 48 hours later (or if you give it to us on Friday it will be ready by Tuesday). Where possible, please give longer to allow for any queries.



Note: When you register for online services, you can make appointments and request prescriptions via your computer.



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- Q** When should I put in my repeat request?
- A** When you have only one week's supply of tablets left. If you are going away you can put in your request earlier than usual – just put a note on it to say why you are requesting your prescription early.
- Q** Why don't you take repeat prescriptions over the telephone?
- A** The surgery has over 13,000 patients and we issue prescriptions for about 10,000 items every month. If every patient telephoned us, we would not be able to get any other work done and the telephone would be constantly engaged. Once you have used the computer print-out, you will see how easy it is.
- Q** I have lost my computer print-out. What should I do?
- A** No problem! Just drop a piece of paper into the surgery with your name, address, your doctor's name and the medication you need or use one of the slips available in reception. When you collect your prescription there will be a new computer list for you to keep.
- Q** Will you post my repeat prescription to me?
- A** Yes, of course. We will need a stamped addressed envelope. If you do not give us an SAE, we will keep your prescription at the surgery for you to collect.
- Q** Can you send my prescriptions to any chemist?
- A** No. The five chemists closest to the surgery collect from us. They are Boots, Lloyds (2) Horton and Sainsbury's. If you choose Lloyds, please state which branch (High Street or Old Cottage). If you want your prescription sent to another pharmacy, please give us a stamped envelope with their address on it.