

Prescription charges

If you pay prescription charges and need more than 4 prescription items in 3 months or 12 in 12 months you could save money by buying a Prescription Pre-payment Certificate (PPC). Please ask at reception for more information

Private prescriptions services

The dispensary can dispense private prescriptions for items required for travellers abroad who require anti-malarial medication and antibiotics recommended by the Department of Health. Please enquire at reception about the costs.

Help and information

Should you have any questions or queries about your medication dispensed at the surgery please contact the dispensary staff who will assist you with any problems that you may be experiencing.

Be responsible with your medicines

To help prevent medicine wastage and reduce costs for the NHS:

- Only order medicines you are running short of
- Do not order medicines you do not take any more
- Do not order medicines you do not need

Unwanted and unused medicines

Medicines *dispensed by the surgery* which are unwanted or out of date can be returned to the dispensary for destruction. Medicine *dispensed by pharmacies* must be taken back to the local pharmacy for destruction.

Returned medicines cannot be reused.

We do not accept:

Items bought over the counter in pharmacies
Personal care products
Empty containers
Thermometers
Veterinary medicines
Aerosol Cans (inhalers will be accepted)

Millfield Surgery
Millfield Lane,
Easingwold, York, YO61 3JR
Tel: 01347 821557
Fax: 01347 823456
www.millfieldsurgery.co.uk

Dispensary Services



Dispensary Personnel

Dispensary Manager
Helena Tilley

Dispensers
Louise Clark
Sam Mountford

Millfield Surgery Dispensary Services

Millfield Surgery provides a dispensing service to patients who live in the outlying villages as well as those who live on the outskirts of Easingwold. Any patient who lives more than 1 mile from the pharmacy in Easingwold can have their medicines dispensed at the surgery dispensary.

Repeat prescriptions

How to order

If you require medication on repeat prescription we ask you to do this in writing. We have adopted this policy to reduce errors which may occur with telephone ordering, thereby improving safety. A re-order form is provided along with your prescription. Please tick the required medication. If there is any medication you require that is not listed on the re-order form please write the name of the drug, strength and quantity required on the bottom of the re-order form. Place the re-order form in the prescription box in the front porch at the surgery or alternatively in the prescription box at Boots Easingwold. We will accept requests in writing providing that the name of the drug, strength and quantity required is clearly stated. We are unable

to post medication to your home, however, if you provide a stamped addressed envelope with your request we can post your paper prescription to you.

How long will it take?

The practice requires 2 **working** days notice to process and dispense your prescription. This is to ensure that any queries regarding your prescription can be checked with the doctor. It also allows the dispensing team time to order your medication from our supplier, which takes 24 hours, sometimes longer for special medication requests/appliances. Please allow longer notice if you are posting your request to the practice or if you are using the posting box at Boots Easingwold.

Prescribing policy

The practice operates a 28-day prescribing policy, which is in line with the Government policy to reduce wastage in the NHS. This means that you will normally be given a 28-day supply/one month of your medication at any one time (apart from HRT and contraceptives).

Collecting a prescription

The dispensary is open for the collection of medicines between 8.30am and

12.30pm and 2.00pm and 6.00 pm. Repeat prescriptions can be collected by the patient or the patient's representative. Patient's representatives should be over 16 years of age. They may be asked to provide identification if they are collecting controlled drugs on behalf of other patients; this is in line with the new guidelines introduced by the Government.

Prescriptions after seeing your doctor

If your doctor prescribes treatment during a consultation and your medicines are normally dispensed at the surgery, the prescription will be printed in the dispensary. You can then collect your treatment from the reception desk after the consultation.

Should you require medicines urgently Monday to Friday 8.30 am to 6.00 pm contact the surgery and speak to reception staff. If the surgery is closed either ring the NHS 111 by dialling 111 or alternatively take a copy of your repeat medication slip or the empty box of the medication you require to a pharmacy who may then be able to issue you with an emergency supply until the surgery reopens.