

## Automatic Ordering

Would you like us to manage your repeat medications for you?

We can offer you a service, whereby when you pick up your prescription, you can tell us what you want for the following month and we will give you a date to pick it up, rather than you needing to remember to reorder.

If you would like to use this system please let us know.

## Nominating a pharmacy

Even if we are unable to dispense to you we can assist you by sending your repeat prescription to the local pharmacy of your choice. We have daily pick up services from the following pharmacies:

Roys of Wroxham

Reads Pharmacy Hoveton

Rackheath Pharmacy

## Reducing Waste and reviewing your medication



The picture above shows the medicines waste collected from one patient's home in 2014. As you can see much of it is unopened, but all of it is unusable as it has been dispensed.

Every year we will review your medication, or sooner if you think things have changed. If you are unsure why you are taking a medication then talk to our dispensary team.

**However, we ask patients to request what they are going to use and need for the coming month.**

### Other services we offer:

Daily dosing boxes, elastic hosiery measuring, private prescriptions.

## Dispensary Services at Hoveton & Wroxham Medical Centre



Hoveton & Wroxham Medical Centre  
Stalham Road

Hoveton

NR12 8DU

Dispensary Direct Line : 01603 777922

Opening times 8.30-6pm weekdays

Closed 1-2pm first Wednesday of the month for staff training

## Can we dispense to you?

If you live more than 1 mile (1.6km) in a straight line, from your local pharmacy we are able to dispense to you. This mile radius crosses in Wroxham within the Wherry Gardens Estate and ascending from house number 121 Stalham Road Hoveton.

This legislation is part of NHS statute and we are regularly audited to ensure that we are not accepting patients as dispensing who are within a mile radius. We can understand patient's frustration that they are not able to receive dispensary services from us.

If you live within a mile radius of a pharmacy, but can prove that you would have serious difficulty in using a pharmacy you can apply to The Primary Care Team, Patient Services Department, Unit 1, IP City Centre, 1 Bath Street, Ipswich, Suffolk IP2 8SD, under the serious difficulty clause.

However, even if we are unable to dispense to you, we can still help you manage your medications, and this leaflet will explain how we can do this for dispensing and non-dispensing patients.

## Ordering your repeat medication

We need **2 days** to process requests for a prescription (to take to a pharmacy) and **3 days** to process requests for repeat medication (that you pick up here)

There are several ways you can order your repeat medication, for collection here, or if you have to use a pharmacy, from the one of your choice:

**SystemOnline**—One of the most popular choices with our patients, as they are able to make appointments too through this system, which connects directly into the clinical computer system, so is as up to date as it can be. You will need a username and password which can be obtained by talking to our reception team. Our Patient Participation Group have written some guidance notes, if you would like a copy please e-mail us on [nnccg.hwmc@nhs.net](mailto:nnccg.hwmc@nhs.net).

**Through our website**—the address is [www.hovetonandwroxhammedicalcentre.nhs.uk](http://www.hovetonandwroxhammedicalcentre.nhs.uk). If you click on prescriptions on the options listed across the welcome page this will take you to a link,

**By hand**—You can tick what you will require for the coming month and put the request in the box inside the foyer—or through the letterbox if the surgery is closed.

**In writing**—we still accept postal requests, there is no need to enclosed a stamped address envelope.

**Please note we are unable to take repeat prescription requests over the telephone.**

## Deliveries

We offer a delivery service to those patients who are unable to come to the surgery to collect their medications.

We have two delivery drivers, our regular one, Jeff and our relief driver, Sandra. Both our drivers have been police checked and their delivery schedule is:

**Tuesday—Horning/Tunstead/Neatishead areas**

**Thursday—Salhouse/Rackheath areas**

For the moment we are unable to deliver to patients who have to pay for their medication, but it is a very popular service and fulfils the needs of our patients who are most in need.

## Our Dispensary Team

Our fully qualified and experienced team, are happy to assist you in whatever way they can. However, they are unable to advise you on your medication without discussing it with the prescribing clinician.

Our team is lead by Zoe, and our dispensers are, Marilyn, Sue, Phyll, Melody, Allison, Janet and Julie.

