

Over Wyre Medical Centre News Letter

Messages from the Practice Pharmacist and Prescriptions Team

Repeat Medication Ordering Service Please note that as of **1st September 2024**, we will be discontinuing the repeat medication ordering service via the answering machine due to safety concerns. Messages left on answering machines can be prone to errors or misinterpretation, leading to potential mistakes in medication orders.



We kindly advise our patients to use alternative methods for ordering repeat medication. You can now conveniently order your medication through the NHS app or by handing in a paper slip at the medical centre. If these methods are not suitable for you, please contact the medical centre directly to discuss alternative arrangements. Thank you for your understanding and cooperation.

Prescription Policy Prescriptions are signed by the doctors daily between 12:30pm and 13:30pm. Our policy is that prescriptions should be processed within 48 hours from request by the patient to arrival at the chosen chemist. Any prescriptions (except emergency scripts required on the day) requested after 13:30pm will be signed the next working day. The reception staff receive a number of telephone enquiries throughout the afternoon regarding prescriptions that have been submitted in the last few hours. We kindly request that prescriptions are requested at least 48 hours in advance of when they are required so that the surgery has the necessary time to process your prescription safely and efficiently.

Pharmaceutical Waste Our team would like to highlight the important issue of pharmaceutical waste. Every month, significant amounts of medications are re-ordered as part of repeat prescriptions that are unused or not required. These eventually stock up in patient's homes or are disposed of. This is a costly and unnecessary process for the NHS. We must also think about the environmental impact of this wastage. I would please like to encourage patients to only order what they actually need every month. If there are medications that are no longer required or you have discontinued due to adverse effects, I would encourage you to speak to one of our team about this so that your repeat prescription can be discussed and amended.

We would ask patients that when they are collecting prescriptions to please check them before they leave the building. We ask this for a couple of reasons. The first being any issues with your medication are easier to rectify there and then and, if you have received anything that you realise you now have enough of at home, we are able to reuse the medication if it has not left the building.



Dispensing Patients – Are You Eligible? If you live more than a mile away of a dispensing pharmacy, you are eligible to use the dispensing services at Over Wyre Medical Centre. We offer free delivery to those who need it.

Dispensing Patients - Did you know that you can benefit for our dispensing service & expertise? Because of where you live, we can prepare and dispense your medication on-site. Help to keep your local community thriving by supporting your local family GP practice. Benefits for you and us include:

- Direct communication between you, our dispensary staff, our Pharmacist & your GP's.
- Repeat medications can be requested and collected two working days after request made.
- Prescriptions for other items such as oostomy, catheters, and dietary and wound care products.
- Delivery service available for housebound patients.



Order online on our 24/7 website or app

We process your Prescription request

Prescription available for delivery or collection within 48Hrs

Over Wyre Medical Centre
Fylde & Wyre

Special points of interest:

- > Message from the Practice Pharmacist
- > Prescriptions Policy
- > Pharmaceutical Waste
- > Dispensing Patients



SUMMER Bank Holiday

Monday 26th August Closed
Tuesday 27th August Open As Normal



During the periods that the Medical Centre is closed emergency cover will be provided by NHS 111 Service
Tel: 111

Thank you for your continued support and cooperation with the above matters.