

MUCH BIRCH SURGERY

DISPENSARY INFORMATION



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Repeat Line Tel:
01981 541167

REPEAT MEDICATION

To order repeat medication please contact the surgery for your EMIS ACCESS login and password to order online. When you have registered for this service, you will be able to access all the medications on your medical record and order them directly. Please allow 48 hours (or 2 working days) for us to dispense your medication.

Alternatively, please telephone the Repeat Prescriptions line (01981 541167) between the following 10:00 and 12:30 Monday to Friday.

You can also fax your request to 01981 540748 or return the green counterfoil (with your chosen items ticked) to the dispensary (black post box outside the main surgery entrance).

PRESCRIPTIONS TO BE SENT TO A CHEMIST

If you do not have your medication dispensed by the surgery and would prefer to collect your prescription from your local chemist please:-

- 1 Request your repeat medication.
- 2 State your preferred chemist.
- 3 Provide us with a supply of Stamped Addressed Envelopes for your preferred chemist.
- 4 We will post the prescription.

DOUBLE PRESCRIPTION CHARGES

Please note that some items incur a double prescription charge (usually those containing a combination of drugs, such as HRT). The Dispenser will advise you if this is the case.

WHAT TO DO WHEN COLLECTING YOUR MEDICATION

Please help us by:

- 1 Completing all sections on the reverse of the prescription, particularly the box and declaration if you do not have to pay for your prescriptions.
- 2 Please be prepared to show evidence for your exemption from payment.
- 3 Sign and date the prescription.
- 4 Print your name below your signature.
- 5 If your address on the front of the prescription is correct, please confirm this by adding "as overleaf".
- 6 If you do not have proof of your current exemption, the Prescription Authority may check the validity of your claim.

PRE-PAYMENT CERTIFICATES

If you regularly have several medications and you are not exempt from payment, you are entitled to apply for a pre-payment certificate. Please ask the dispenser for details. A list of current charges is available from the Dispensary and you can choose between a 4-month or 12-month pre-payment.

DISPENSARY OPENING TIMES

**Monday-Friday
08:00—18:30**

DISPENSARY STAFF

Mrs Chris Sayers (Dispensary Manager)
Mrs Fiona Greenhill (Dispenser)
Mrs Julia Davies (Dispenser)
Mrs Carol Ashcroft (Dispenser)
Mrs Gill Crum (Dispenser)
Miss Vicky Harrison (Dispensing Assistant)
Miss Emma Peates (Dispensing Assistant)
Miss Stef Payne (Dispensary Receptionist)



COMPLAINTS PROCEDURE:

If you feel you have a complaint about the dispensary/surgery, please ask at Reception for a copy of our complaints procedure to guide you through the process. Or, if you would prefer, please ask to see the Practice Manager to discuss your concerns.



SUGGESTED GUIDELINES

In an effort to reduce waiting times in the Dispensary, may we suggest the following guidelines:

1. Please try to allow 48 hours (2 working days) between ordering and collecting your repeat medication.
2. Please remember, if you wish to collect your *repeat* medication to coincide with your visit or check-up with the Doctor or Nurse, try to order in advance.
3. We are only allowed to dispense for patients who live more than a mile from any chemist.
4. We usually keep most medication in stock, but occasionally there are manufacturer supply problems which could delay our ability to dispense your drugs.
5. Please attend for a medication review once a year (reminders will be on your green prescription counterfoil).
6. If you have any concerns about your medication or how to store it, please ask the Dispenser (in private, if you prefer).

We are very grateful for your support and co-operation, and we are always pleased to receive your suggestions for improving the service.