

medicines every month, they will remain on your repeat list for you to order at a later point. Please return unwanted medication to your local pharmacy for disposal. Buy over the counter medications at the pharmacy for minor ailments where possible.

Signing up to Electronic Prescribing allows us to send your prescription to your regular chemists' computer so you do not have to collect it from us then take it to your chemist. (This excludes Controlled Drugs which have to be printed on green paper). Alternatively a chemist can physically collect it from our site. Please inform your chemist if you would like to sign up. (See our grey leaflet for further information)

There is a black post box by reception in which to leave your prescription request. You may use the white form attached to your prescription or an orange "prescription request" form which can be found on the reception desk. There is also a letter box in the purple outside wall of the surgery by the front doors.

You are also able to order your prescription online from our clinical system via our website.

WEBSITE: www.chellssurgery.co.uk

On production of a stamped addressed envelope we will be happy to post the prescription(s) to you.

We regret that we are not able to take repeat prescription requests over the telephone.

This is to reduce the risk of error and if we allowed thousands of patients to call through to order medication our telephone lines would be completely blocked to all other matters.

WHAT IS A REPEAT PRESCRIPTION?

Your doctor will decide when a long-term medication is right for you and when it can be classed as a repeat item. The medication will then be added to the repeat medication section of your records on the surgery computer. You will then be able to order the medication without having to see the doctor every time you require some more. The doctor may, on occasions, ask to see you to review your repeat medication and you will be advised of this.

Chells Surgery

265 CHELLS WAY
STEVENAGE
HERTS
SG2 0HN

TELEPHONE: 01438 313001
EMERGENCIES/GENERAL
ENQUIRIES/TEST RESULTS

APPTS: 01438 727273
FAX: 01438 362322

WEBSITE: www.chellssurgery.co.uk



Repeat Prescription Ordering

Dr A Osindero	(Male) Senior Partner MB BS MRCP DRCOG
Dr J Evans	(Male) MB BS DCH DRCOG
Dr R Hall	(Male) MB ChB DRCOG DCH DFFP MRCP MBA
Dr S Irvine	(Female) MB ChB MRCP DRCOG
Dr S Coxall	(Female) MB ChB
Dr I Knight	(Male) MB BS MRCP BSc
Dr D Fernando	(Female) MB BS MRCP DFRH
Dr S Low	(Female) MBBS BSc MRCP

HOW DO I ORDER MY MEDICATION?

You can request your medication online (please ask in the surgery or see our website for details on how to do this) or by bringing in your repeat prescription to the surgery.

You may also fax your request to 01438 362322 or send an email to chells.prescriptions@nhs.net.

This service is for repeat prescriptions only and not for general enquiries.

Please allow 72 working hours (or 96 hours if we are sending it to the Pharmacy to allow for collection times) for us to process this for you.

Request placed	Prescription Approximate availability
Mon am	Thur am
Mon pm	Thur pm
Tue am	Fri am
Tue pm	Fri pm

Wed am	Mon am
Wed pm	Mon pm
Thur am	Tue am
Thur pm	Tue pm
Fri am	Wed am
Fri pm	Wed pm

If you are being prescribed medicines on a repeat prescription, you will receive enough of each medicine to last you for one month. There are some exceptions which are packaged in three monthly (or more) amounts, eg contraceptive pills and hormone replacement therapy – these will continue to be supplied in this way.

28 Day prescribing reduces the amount of medicine which is currently wasted when medicines are stopped or changed by Doctors. It also reduces the amount which is wasted when partly filled containers are thrown away.

As all your medication should finish at the same time, you should only have to visit the surgery or pharmacy once a month to collect your repeat prescription (subject to any possible dose changes). It will also reduce the likelihood of

needing to make an emergency request if you run out of medicine.

Research has shown that a very large amount of medication is wasted when Doctors prescribe for two months or more resulting in the loss of millions of pounds of NHS money. This money could be used to provide services elsewhere in the NHS. A Department of Health report estimated that for every £100 spent on prescribing, £4 is wasted. This means that across Hertfordshire alone, up to £3.5 million is wasted on unused or partially used prescription medication.

£3.5 Million would buy around:-

- 943 Hip replacements
- 137 Community Nurses
- 230 Drug treatment courses for breast cancer
- 3500 more drug treatment courses for Alzheimer's
- 425 heart bypass operations.

Please don't stockpile medicines at home – only order those items on your prescription that you need. Even if you do not order your