

- A permanent fistula (Caeostomy, colostomy, laryngostomy or ileostomy) requiring an appliance or continuous surgical dressing
- A form of hypoadrenalinism (for example Addison's disease) for which specific substitution therapy is needed
- Diabetes insipidus or other forms of hypopituitarism
- Diabetes mellitus, except where treatment is by diet alone
- Hypoparathyroidism
- Myasthenia gravis
- Myxoedema (hypothyroidism requiring thyroid hormone replacement)
- Epilepsy requiring continuous anticonvulsive therapy
- Continuing physical disability that prevents you from going out without help from another person. Temporary disabilities do not count even if they last for several months
- Patients are also issued with a MedEx if they are undergoing treatment for cancer. This includes treatment for the effects of cancer or for the effects of cancer treatments.

To apply for a MedEx certificate you will need to ask at reception for an FP92A form.

Prepayment certificate

For patients who order four items or more a month you can subscribe to a three month prepayment prescription certificate at a charge of £29.10.



You can also subscribe to a 12 month prepayment prescription certificate at a charge of £104.00 which will also save you money if you need to order 15 or more prescriptions within 12 months. Prepaid prescription certificate are paid in 10 monthly direct debit instalments.

Private Prescriptions

If you pay for your prescriptions you may obtain your medication at less cost if issued/provided as a private prescription. The cost varies depending on the drug and includes a dispensing fee for the chemist. Your pharmacy can assist with any queries.



Repeat Medicines

Repeat prescriptions are those that the GP has started when seeing a patient but is happy for the patient to have again without seeing the doctor every time. Patients with repeat prescriptions still need to see their GP once or twice a year for a medication review to check the medicine is still appropriate and effective. GPs oversee and take responsibility for the repeat prescription system but GP receptionists use their knowledge and experience to make this mainly computer-based process run safely.

Validity of your prescription

We aim to supply one month supplies of repeat medication in accordance with NHS advice to monitor use and minimise waste.

A prescription is valid for six months from the date on the prescription, unless the medicine prescribed contains a controlled drug. Occasionally we may add a date in future – if so, the prescription cannot be dispensed before then – we call this ‘post-dating’ a prescription.

Ordering repeat medication

You can order repeat prescriptions in any of the following ways:-

- Prescription telephone line

You can ring our prescription phone line (01278 446006) which is open weekdays 10:30am – 5:30pm.

Reception will ask you to list the items you need rather than just issuing everything. This is to reduce the amount of waste. We get a lot more phone calls for orders on a Monday morning – so if you can, please avoid calling then as it will save you time! Or use one of our other methods.

- Internet Prescription and emailing service

If you have access to the internet you can also use the online form at www.eastquaymedicalcentre.com. Please be warned that this is not a secure form.

- Handing in prescription requests

You can also hand in your prescription request by ticking the appropriate box on the right-hand side of your previous prescription or by writing us a letter. You can either hand this in to one of our members of staff at the main reception or through the prescription post box which is located just before you enter main the reception (mounted on the left hand side of the wall). This is emptied at least twice a day and processed.

You can request your prescription to be sent to any local pharmacy or you can collect from our reception. Please note that unless an emergency we do not fax prescriptions.

All prescriptions are available after 4pm two working days after you call and the prescription is sent to the destination you specified on your request. Occasionally, we may extend this by a day at peak times (such as Christmas or Easter) to avoid you coming before the medication is ready.

Review Dates

You should ensure that your medication is regularly reviewed by your GP. Your review date is printed on the right-hand side of your prescription to remind you when to make an appointment for the review of their medication. Please book an appointment accordingly.

Some patients will also have a blue card. This is a list of tests needed as part of the monitoring of their treatment or condition. If you have a blue card please check it when you order your medication to check if you are due any tests and, if so, please call reception to book them accordingly.

Other types of Prescriptions

'Acute' drugs are those that the doctor has issued but which are not on a repeat item. We may issue these in a similar way to repeat prescriptions, but this process does take an extra day or two as it is important that your own GP checks the request. Acute prescriptions are usually not intended for repeat without a review and, once the GP has reviewed the request, they will usually either stop the medication or convert it to be a repeat prescription item.

If you have not ordered a repeat medication item for six months or more, it may be changed to an acute drug and will be checked by your GP before it is restarted. For certain medication, if you have stopped taking it, you may need to see your GP before restarting it again as the dose may need to be increased gradually, or because it is a drug they are particularly cautious with such as some pain killers, anti-depressant medications or potentially toxic medication.



Controlled drugs

Some prescription medicines are controlled under the Misuse of Drugs legislation. These include drugs such as morphine, pethidine and methadone. These medicines are often misused so stricter legal controls apply to their supply, to prevent them being obtained illegally. Therefore they are often prescribed on a blue (rather than green) prescription and have specific instructions for the pharmacy. A prescription for a controlled drug is valid for 28 days from the date on the prescription. If you have a prescription for a controlled drug that states the drug should be dispensed in several installments, the first installment must be dispensed within 28 days of the date on the prescription.



Prescription Charges

Patients not entitled to free prescriptions have to pay the standard NHS charge which, as at April 2013, was £7.85 per item issued.

Free Prescriptions

A number of patients obtain their prescriptions free of charge. You can get free NHS prescriptions if, at the time the prescription is dispensed, you are one of the following:

- 60 or over
- Under 16
- 16-18 years old and in fulltime education
- Are pregnant or have had a baby in the previous 12 months and have a valid maternity exemption certificate (MatEx which you will have issued by the NHS by filling out a FW8 form from your midwife, from 3 months pregnant up until 1 year after the baby is born.)
- Have a continuing physical disability that prevents you from going out without help from another person and have a valid MedEx
- Hold a valid war pension exemption certificate and the prescription is for your accepted disability
- Are an NHS inpatient
- Patients are also entitled to free prescriptions if you or your partner (including civil partners) are named on, or are entitled to, an NHS tax credit exemption certificate or a valid HC2 certificate (full help with health costs), or you receive either:
 - Income Support
 - Income-based Jobseeker's Allowance
 - Income-related Employment and Support Allowance, or
 - Pension Credit Guarantee Credit
- Have a specified medical condition and have a valid medical exemption certificate (MedEx) including: