

Dispensary Team Newsletter to Patients

Ordering and Thank You

We would like to give a huge “*Thank you*” to all those who have settled into the ‘ordering your own medication’ and respecting the required 5-working days’ notice period.

We no longer offer the automatic system, or the old way of ‘we will do it for you’ for your medication, so here are various options of requesting your medication for those who are unsure:-

1. Via the NHS app/online.
2. By ticking your white ‘repeat slip’ and dropping off into the black post box on the wall outside the dispensary, or at reception.
3. By calling reception any time after 10.00am Monday-Friday.

All of these options require the 5-working-day notice period please.

Acute Prescriptions (unwell on the day)

If you are unwell and have been asked to wait outside or wear a mask for a GP or Nurse appointment, please also wait outside to collect any prescribed medication. Let us know you are here, but please then wait outside and continue to wear the face mask. This is to protect everyone, any vulnerable patients or staff members within the dispensary.

Prescriptions can take a few minutes to get to the dispensary once requested by the clinician, so there can be a delay once you are seen before the items are dispensed.

Holidays

If you have an upcoming holiday, please contact the dispensary or reception team to request your medication in advance. A good 7-working days’ notice will help towards us ordering and dispensing it ready in time for collection, giving us plenty of time to request the prescription from the doctors for authorisation.

Returned Medications

We are receiving a lot of unwanted/unused & partly used medication for disposal. This is a huge cost to the practice, so please ensure you only order what is required. We are UNABLE to accept bottles and liquids, and any items purchased elsewhere or given from hospitals/pharmacies - these items should be returned to a pharmacy please. We also cannot accept empty blister packs.

Large items, such as Laxative sachets, tubs, tubes of creams & drinks can be safely disposed of at home.

You can help by removing personal details/labels, prescription leaflets, and outside packaging which can be disposed of at home.

Sharps Collections

If you have a sharps container on prescription, these can be collected from Wiltshire Council by phoning 0300 456 0102 Mon-Fri between 9.00am-5.00pm, or alternatively by arranging a clinical waste collection online via the Wiltshire Council website: - (<https://www.wiltshire.gov.uk/hazardous-clinical-waste>).

Finally, please be patient and kind to all of our staff; we are doing our best whilst facing staff shortages and stock issues.

*Wishing you all a nice, safe summer
From The Dispensary Team*