

## MAKING BETTER USE OF MONEY IN NHS

As a practice we are trying to make better use of money spent within NHS, which is supported by Bedfordshire Integrated Care Board (ICB). Due to this there are certain items of medication which, as a practice, we will no longer be prescribing. Some of these include:

- Cold and cough remedies
- Pain relief (oral and topical)
- Seasonal allergy relief (antihistamines, eye drops and nasal sprays.)
- Stomach and bowel remedies
- Creams and emollients for skin and fungal conditions
- Vitamins and fibre supplements

We really appreciate all patients effort to help and support us in these changes by not asking for these items on prescription.

By implementing these changes we are able to provide more money for long term conditions such as cancer, diabetes and asthma.

Thank you

## Dispensary Opening Times

Monday	8:00 - 12:30	14:00 - 17:00
Tuesday	8:00 - 12:30	14:00 - 17:00
Wednesday	8:00 - 12:30	14:00 - 17:00
Thursday	8:00 - 12:30	14:00 - 17:00
Friday	8:00 - 12:30	14:00 - 17:00

If there are any problems, or you are not happy with something at the Dispensary, please speak to us.

We are here to help.

Alternatively, you can speak to;

Practice Manager: Mrs R Morris

Office Manager: Mrs T Latham

01767 682525

SANDY HEALTH CENTRE  
MEDICAL PRACTICE

PATIENT  
LEAFLET  
DISPENSARY  
INFORMATION



## Sandy Health Centre

Sandy Health Centre Medical Practice

Northcroft

Sandy

Beds SG19 1JQ

Tel: 01767 682525

(option 3 for dispensary)

Online: [www.sandyhealthcentre.nhs.uk](http://www.sandyhealthcentre.nhs.uk)

## WHO ARE YOUR DISPENSERS?

We would like to introduce ourselves as your dispensers at Sandy Health Centre.

Our names are; Becky, Sharon, Claire and Rachel

We are all here to help.

## WHY DO WE ASK FOR A MINIMUM OF 72 HOURS NOTICE ( 3 WORKING DAYS)?

The reason we ask for a minimum of 72 working hours is because all patient medication needs to be processed by the dispensers and then signed by the doctor before being issued.

Please allow an extra day for bank holidays.

## PRESCRIPTION PAYMENTS

We will accept cash, card payments or cheques made payable to: Sandy Health Centre Medical Practice.

If you have an **EXEMPTION OR PREPAYMENT CERTIFICATE** you will be required to show this **EVERY** time when collecting your medication.

## MEDICATION REVIEWS

If you order your medication online, you will periodically receive a message stating that you will need to speak to a clinician before any more medication can be issued.

If you receive this message, please either request the required items via the messaging box at the bottom of the page, speak with the dispensary staff, or request your medication via the Sandy Health Centre website.

The dispensers will arrange for our clinical pharmacist to review your medication and contact you about any queries or appointments you need.

## DRUM REVIEWS

You may be asked periodically to complete a short questionnaire regarding your medications and their usage. This information is used to provide better care for our patients as well as to flag up any concerns for our doctors.

## HOW CAN YOU ORDER YOUR REPEAT PRESCRIPTION?

To order your repeat prescription you can either:

- Online via your patient online access account
- Online via our practice website: [www.sandyhealthcentre.nhs.uk](http://www.sandyhealthcentre.nhs.uk)
- By paper slip if **you do not have online access** - tick the items you need and drop your repeat slip through the letterbox on the front of the building

Unfortunately, telephone requests **cannot** be accepted due to patient privacy laws.

Medication can be collected during dispensary opening times or from Reception until 6pm. It **cannot** be collected at weekends.