

Self Care for Minor Ailments

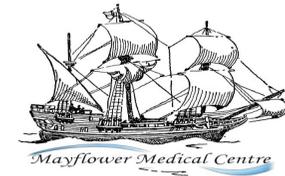
The following products will not be issued on prescription to any patient (regardless of their age) unless it is being used to treat diagnosed long term condition.

- Painkillers for short term use in minor aches, pains and fever
- Cough and cold remedies
- Lozenges, throat sprays, mouthwashes and gargles
- Hayfever preparations
- Indigestion remedies
- Travel medicines
- Treatments for non-serious constipation and diarrhoea
- Treatments for minor acne and minor nail infections
- Tonics, vitamins, health supplements and complementary medicines
- Ear wax removers and softeners
- Creams for facial hair
- Creams, gels and support bandages for sprains and sports injuries
- Creams for varicose veins, tattoos or bruising
- Foot cream and powders for the management of athlete's foot and hard / cracked skin
- Head lice lotions and shampoos
- Treatment for oral and vaginal thrush in certain patient groups
- Treatment for minor haemorrhoids

(This is not an exhaustive list. Pick up our self care leaflet from reception for more information)

Key Points to Remember

- We will not take repeat prescription requests over the phone.
- Please allow 2 working days (excluding weekends and Bank Holidays) to obtain your repeat prescription.
- If you think you are getting side effects from your medication contact the surgery as soon as possible.
- Not all medication is suitable to go on repeat, and this will be decided by your doctor. The amount supplied is also decided by your doctor.
- Only take the medication that your doctor has told you to take. Over the counter medications can affect your prescribed treatment. Please let the doctor know if you are taking regular drugs that you buy over the counter.
- Please tell your doctor if you wish to stop any medication. Some medications should not be stopped suddenly.
- Please let us know if you are no longer taking any of the drugs on your repeat list so we can update this for you.
- Please only re-order medicines that you need. Stockpiling medicines may lead to waste if your medicines are changed or if they go out of date.
- Do not share your medication with anyone else or take anyone else's medication. This could be harmful.
- Always check instructions for storage. Store your medication appropriately in a locked cupboard, in a cool dry place and out of reach of children.
- Dispose of unused medication responsibly. Take it to your usual pharmacy, who will dispose of it safely. Do not flush it down the sink, toilet or put it in the bin.



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Repeat Prescription Requests

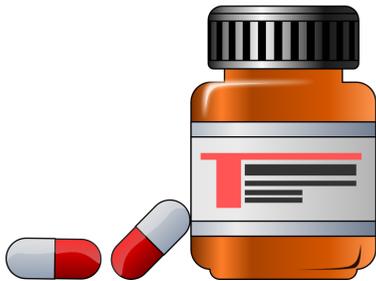


What is a Repeat Prescription?

A repeat prescription is a regular supply of medication that your doctor has authorised for a certain period without having to come to the surgery each time. Authorisation is usually for a period of 6 months but this may vary with the type of medicine and at the doctor's discretion.

If you are on a long term treatment, your doctor may agree to supply some of your repeat prescriptions without seeing you.

If you wish, you may nominate a chemist and your prescription will be sent directly there for you.



Please give the practice 2 working days (excluding weekends and bank holidays) before collection.

Please allow sufficient time to order your repeat medication so that you do not run out. Please do not stockpile medication.

We will not re-issue medication over 7 days in advance.

How do I order?

You can order your prescriptions in the following ways:

- Via Patient Access. You can register here:
<https://app.patientaccess.com/registration/create>
- Using a request form from reception
- You can send a written request by post or by using the right hand slips which can be left in our repeat prescription box by our front door. This is emptied several times a day. Please let us know where you would like to collect it from. Remember to include your name and date of birth.

Please note, we do **NOT** accept prescription requests over the phone.

Please allow your chemist adequate time to dispense the medications before calling to collect your prescription:

Boots Dovercourt	5 days
Borno	5 days
Day Lewis	5 days
Oakley Pharmacy	5 days

Patient Access

If you wish to, you can now use the internet to request repeat prescriptions for any medications you take regularly and look at your medical record online. This means that you can request your medication from the comfort of your own home or even access your medical record from anywhere in the world should you require medical treatment on holiday.

If you are interested in registering for Patient Access, visit <https://app.patientaccess.com/registration/create> or come into the surgery for an application form.

EPS

The Electronic Prescription Service (EPS) is an NHS service that sends your prescription from the GP surgery to the pharmacy without the need for a paper copy. You can nominate a pharmacy of your choice, which will receive your prescription directly from your GP.

You can choose a pharmacy near to where you live, work or shop. The majority of new and repeat prescriptions can be sent via EPS, including most controlled drugs. EPS is reliable, secure and confidential.

If you would like your prescriptions to be sent electronically to the chemist, please request it on your next prescription or ask at reception.

Please note that you will still need to request your medication from the surgery each month if using EPS.