



Telephone number 02476542525

Opening times:

| | |
|------------------|---------------------------|
| Monday | 9.00am—1pm 2pm—6.00pm |
| Tuesday | 9.00am—1pm 2pm—6.00pm |
| Wednesday | 9.00am —1pm 2pm—6.00pm |
| Thursday | 9.00am—1pm CLOSED |
| Friday | 9.00am—1pm 2pm—6.00pm |

Closed for Weekends and Bank Holidays

*(New Years Day, Good Friday, Easter Monday, May Day, Spring Bank Holiday,
Summer Bank Holiday, Christmas Day, Boxing Day)*

www.brooksidesurgery.co.uk

**If you have any queries please email us on
brooksidereception@nhs.net**

Brookside Surgery

Dispensary Information



Our dispensary staff

- **Ashley**
- **Karen**
- **Juliet**
- **Jess**

We are committed to providing you with a timely service and are happy to answer any queries or problems you may have. Please be aware that because we are dispensers not pharmacists, we are unable to make any recommendations or give medical advice, however, we are happy to refer you to the appropriate member of staff to help you with this.

Ordering repeat prescriptions

You may order your repeat medication by using any of the following methods:

- **In Dispensary**— Tick all the items required on your repeat medication slip and deposit it in the box provided in the dispensary lobby
- **Online**—Either through the NHS App or via the link on our website .
- **On the phone only if your request is urgent or you cannot use the online service.** Speak to reception who will send a task to dispensary with your request.

When will my prescription be ready to collect?

Generally, we advise that you order one week before your medication is due to run out, but please order earlier during busy periods such as before Bank Holidays and leading up to Christmas/New Year.

Please let the staff in dispensary know in plenty of time if you need to order early before going away on holiday. This ensures that we can make sure you will have everything you need.

PLEASE ALLOW FIVE FULL WORKING DAYS BEFORE COLLECTING YOUR ORDER

Urgent Medication requests:

When we are open we will endeavour to meet any urgent requests, if we can not get the item in stock in time this may result in a prescription being issued for you to take elsewhere to be dispensed.

If you require urgent medication when the surgery is closed, please ring 111 who will get you an appointment with the out of hours doctor who will be able to sort this and give you enough medication until the surgery is open again.

When collecting a prescription:

When collecting your prescription from the dispensary, please respect other patients confidentiality AND ENSURE NO MORE THAN 2 PEOPLE IN the waiting area. Please be patient; to ensure safe dispensing. We will be aware that you are there and will attend to you as soon as we can.

Medications prescribed during GP consultations:

If you are prescribed any medication as a result of a consultation with any of our clinician then this 'acute' medication will only be dispensed when you or a representative come to collect and we ask that you allow time for this.

We have made this decision as many acute prescriptions were not being collected and this has resulted in wasted medicines.

Medication reviews:

Patients who are on regular repeat medication will be invited in for a medication review by a GP. These are usually done annually, but some medications and conditions require shorter review periods.

The review is to ensure that medications on your repeat prescription list are still suitable for your condition. New medications may be started, others may be stopped or strengths/doses could be amended.

It also gives an opportunity to clarify which medication you are taking for which condition; discuss any concerns you may have regarding your medication or any side effects that you may be experiencing which you haven't already mentioned to your GP or clinical pharmacist.

If you receive an invitation for a medication review which requires you to have a blood test or blood pressure check first, then please make arrangements for these as soon as possible so that your repeat medication can be reviewed at your appointment. This will allow your medication to be prescribed without any unnecessary delays.

Deliveries:

There is a delivery service available for patients who may require their medication to be delivered to their home.

This service is available on a Wednesday and Thursday from late morning to early afternoon. Please ask the dispensary staff if you wish to use this service.

Unwanted or out of date medication:

Any medication that is not needed or out of date can be returned to dispensary for appropriate destruction. However, please try to only order what you need to prevent wastage and save on medication costs. If you are returning any controlled drugs then please let the dispensers know at the time.