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Jubilee Park Medical  
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Lowdham Medical Centre  
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NG14 7BG  
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## **DISPENSARY SERVICES INFORMATION LEAFLET**

## The Dispensary at Jubilee Park Medical Partnership – Lowdham Site.

Welcome, to the dispensary at Jubilee Park Medical Partnership - Lowdham Site. We would like to take this opportunity to introduce ourselves. As a vital part of the General practice team the dispensary liaises closely with the doctors, practice nurses, district nurses, receptionists and administrators. We aim to offer an excellent service to all of our patients. Dispensing facilities are available for most patients who live more than one mile from a pharmacy, you will be advised of your eligibility when you register as a patient.

### Dispensary Opening Hours

	Morning	Afternoon
<b>Monday</b>	09:00 - 13:00	14:00 – 18:00
<b>Tuesday</b>	09:00 - 13:00	14:00 - 18:00
<b>Wednesday</b>	09:00 - 13:00	14:00 - 18:00
<b>Thursday</b>	09:00 - 12:30	<i>closed</i>
<b>Friday</b>	09:00 - 13:00	14:00 - 18:00
<b>Weekend</b>	<i>closed</i>	<i>closed</i>

***Prescriptions can be still be collected during surgery opening hours***

### Acute Prescriptions

Acute prescriptions are usually given at an appointment with a Doctor or Nurse. If you are a dispensing patient, then we will prepare your medication for you while you wait. Very rarely we may not have a particular medicine in stock, so we will endeavor to order your medication for us to dispense for collection the following day.

### Repeat Prescriptions

Repeat prescriptions can be ordered quickly and easily through a variety of methods, designed to suit everyone and to ensure that all patients can contact dispensary at a time and by a method that best suits their busy lives. Please ensure that you do not run out of medication, by ordering your repeat prescription in plenty of time. Please ensure that you give **at least two working days' notice**, not including weekends and bank holidays, for all prescription requests.

During busy periods, such as during Bank Holidays, we would appreciate being given extra time.

## How to Order your repeat medication

**By Post:** Prescription requests are made using the counterfoil provided with each prescription. Please clearly tick the items that you require. This slip can be posted to:

**Jubilee Park Medical Partnership, Lowdham Medical Centre, Francklin Road, Lowdham, Nottingham, NG14 7BG.**

Please allow additional time for Royal Mail delivery.

**By Hand:** Prescription requests are made using the counterfoil provided with each prescription. Please clearly tick the items that you require. This slip can be placed in the post box provided beside the reception during working hours,

**Online:** Order can be placed online via the online ordering service provided by SystemOne online. **Please note, new users to the system are required to complete a simple registration at the reception desk by providing photographic ID.**

### What to do if you need your medication in an emergency

If you find that you have run out of your monthly medication, or forgotten to order a particular medicine, don't worry. We can either arrange for your prescription to be dispensed (we will always give you a timescale as to when it will be ready) or if you prefer you can take your prescription with you to a pharmacy for dispensing.

If you require a prescription whilst we are closed, e.g. bank holidays, you can contact 111 who will be able to help you to get a prescription.

### Our Services include

**Medication Reviews:** We have a team of very experienced and fully qualified dispensers, who can offer advice on your medication to you and / or your carers, (providing you have given your permission) or if we cannot help, then we can ensure your request is passed on to the appropriate person. We offer an annual Dispensary Review of the Use of Medicines (DRUM) for any dispensing patient, giving the opportunity for you to discuss your medication, and to ensure its being taken or used in the best way for you.

Assistance with medicines could include our **Repeat Dispensing Service** or the use of compliance aids. For more information, please contact the dispensary.

### Contact us

**Queries & Questions:** If you have a query about any aspect of your medication please speak to one of the dispensary staff at the surgery, or telephone us:

**0115 9663633 - option three**