

As a patient, how can I help the dispensary?

We dispense about 400 items every day. Most medication has to be ordered daily and we do not hold stock of everything.

You are just **ONE** patient of 3500 that we dispense to every month.

Allow at least **TWO FULL WORKING DAYS** for us to process your order.

We do not work weekends or through the night, so if you request over the weekend or late in the evening, it will not be processed until the next working day.

Any exemption card you have must **ALWAYS** be shown to the team when signing your prescription. If not, we have to mark the prescription to say we have not seen any evidence of the declaration you are signing.

We are a busy dispensary here to help our patients. Please be patient if you have to wait a little while in a queue or on the phone, or if you have just seen the doctor.

We are always open to any ideas or comments, good or bad, so please feel you can talk to any member of the team within the surgery.

Cerne Abbas Surgery

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Cerne Abbas Surgery

News from the Dispensary



Did you know....

**the dispensary is open
for collection of
prescriptions
Monday to Friday
between
9.00a.m and 7.00p.m.**

(except for public bank holidays)

Collecting Your Medication

We deliver twice a week to remote locations.

Piddletrentide Post Office:

Tuesday and Thursday

Kings Stag Garage:

Wednesday and Friday

Buckland Newton Post Office:

Wednesday and Friday

Hazelbury Bryan Red Barn:

Wednesday and Friday

Prescriptions will be ready for collection on these days **after 3 p.m.**

If medication is delivered to our remote locations, please remember to **inform the dispensary team of any exemption cards** you have. These include maternity, pre-payment, medical exemption or income support cards. It is important that we know what you hold and the expiry date, or your medication could be delayed.

If you pay for your medication, an envelope will be attached to your medication for **payment before you leave the shop.**

Ordering Your Medication

We can manage your repeat items: Speak to any member of the dispensary team.

Or you can **order online**: Ask the reception team for log on information. You will need to bring photographic I.D. at the time of enquiring.

If you collect at village locations: you can drop your repeat request at these locations, allowing a week for medication to be delivered to the shop. Please add the date required and the pick-up location on your request slip. Anyone can **post, fax (01300 341090) or drop in** your repeat slip to the surgery at anytime (put through letter box if surgery closed.)

The dispensary telephone line is open 9.00 a.m. - 10.00a.m. Monday to Friday, except for public holidays. **Please only use this if it is urgent 01300 341163.**

If you need to speak to a member of the dispensary team, you can leave a message with reception, and we will call you back before the end of the day. Please note that this service is **not for ordering** repeat medication.

How Much Medication can I have?

Our Practice Policy is to issue **28 days of medication** at a time, with the exception of contraceptive and HRT medication.

If you pay for your medication, speak to the dispensary team about applying for a **Pre-payment certificate**, which will save you money on medication over the year.

If going away for a period of time, or on holiday, again, speak to a member of the dispensary team who will issue you with enough medication, or will have it ready for collection when you return.