Phased Review

Our letters are attached to a prescription and say something like :

“YOUR MEDICATIONS ARE DUE FOR REVIEW TO CHECK THEY ARE STILL NEEDED AND THE BEST FOR YOU - PLEASE ARRANGE TO SEE YOUR NURSE / DOCTOR WITHIN THE NEXT MONTH AND BEFORE ANY OTHER PRESCRIPTIONS ARE REQUIRED SO THAT THE REVIEW CAN TAKE PLACE”

This is in block capitals and under every prescription item (different one if they need bloods done before the appointment). It is seen by patient and by pharmacist - and the pharmacist indicated they wanted it in block capitals to remind them to ask the patient to book if the pharmacist had “ordered the medication”

The patient / pharmacist will have this repeated at the next prescription if not reviewed

Third reminder.

“YOUR MEDICATIONS ARE DUE FOR REVIEW TO CHECK THEY ARE STILL NEEDED AND THE BEST FOR YOU - PLEASE ARRANGE TO SEE YOUR NURSE / DOCTOR WITHIN THE NEXT MONTH AND BEFORE ANY OTHER PRESCRIPTIONS ARE REQUIRED SO THAT THE REVIEW CAN TAKE PLACE - WE MAY NEED TO REDUCE PRESCRIPTION QUANTITY OR STOP MEDICATION IF THIS REVIEW HAS NOT TAKEN PLACE TO ENSURE THAT YOUR PRESCRIPTIONS ARE BEST FOR YOU”

(Goes to patient / pharmacist / and reception phone patient to ask them to book an appointment)

Fourth reminder is very personalised. …. may be we have stopped until seen, may be reduce dose to 1 month or 2 weeks depending on medication, often has a clinician call.

A letter can easily go in the bin - we hope that reception / pharmacists discussing it make a difference.