



**Information for
Patients and
Carers**

**Guide on how to order a repeat
prescription for your
Pain Management Medication**

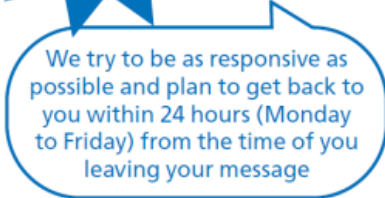
Pain management business card

All patients will be supplied with a 'pain management business card' once initiated on medication from a pain management consultant. This is for medication which can only be prescribed via your pain consultant and/or clinical specialist nurse. The business card will clearly indicate how to request your repeat prescription.

Pain Management Service
– Ashton Suite



Email: painrptpx@lthtr.nhs.uk
No email access?
Phone: 01772 52 4185



NHS
Lancashire Teaching Hospitals
NHS Foundation Trust



Pain Management Service
Anaesthetic Department
Lancashire Teaching Hospitals
Sharoe Green Lane
Fulwood
Preston PR2 9HT

For medications only the pain team can prescribe

If, as part of your pain management treatment, you are required to order a repeat prescription that only your pain consultant or the clinical specialist nurse can prescribe, then a request must be made electronically via our email address. This is how many GP surgeries operate, who ask that you make a request via their individual electronic system.

Once you have completed your online request, your medication will be available as requested at either Preston or Chorley pharmacy sites.

How to order your medication

The process of ordering your repeat medication using our online system is in line with Good Practice Guidelines. Please use the following email address to order your repeat prescription: painrptpx@lthtr.nhs.uk

If you are unable to make an email request and have opted for a telephone service, please telephone the repeat prescription line on 01772 524185. Please note the operating hours for this line are Tuesday to Thursday only between the hours of 10:00 and 15:00. The telephone option is only available to those who have opted out of using the electronic system.

What information you need to include in your email or telephone request

The following details are required to enable us to process your medication request in a timely manner. If any information is missing, it will lead to delays and your request will be rejected if there is insufficient information supplied.

- Full name
- Date of birth
- Hospital number or NHS number
- The **Name** of the medication
- The **Strength** of the medication
- The **Frequency** of administration
- Any known allergies
- Mobile Number for text message alerting your medication is ready to collect
- Collecting from Royal Preston Hospital **or** Chorley Hospital
- Exact Date medication will run out on
- The date you are planning to collect from pharmacy
- Specific reason for requesting treatment for longer than FOUR weeks (see below paragraph)

The information you provide is essential for both the pain management team and the pharmacy to process and prepare your medication, and ensure it is ready for you to collect in a timely manner.

Requesting your prescription

For routine prescriptions please ensure your request is made 10 days prior to your medication running out. Please be aware that we only issue four-weekly prescriptions. This is to avoid stockpiling medications leading to waste, as well as accidental or incorrect administration, resulting in harm to the patient or others.

If you require medication to be issued for longer than a four-week period, please include the specific reason in your email. Indicate exactly how many days this will be required for i.e. going on holiday and require an additional 7 days. We may phone to confirm this with you prior to processing the prescription.

Choose where to collect your prescription.

You have a choice of collecting this from one of the two following sites between the hours of 8:30 and 18:00 from Monday to Friday:

Outpatient Pharmacy at Royal Preston Hospital (Main entrance).

Outpatient Pharmacy at Chorley Hospital (Close to the WRVS shop).

Please ensure you bring a form of ID such as a bank card or driving licence as it is a legal requirement for the collector to provide this and for pharmacy auditing and record keeping purposes.

Medication deliveries

Deliveries will still be made to those patients who have had an existing arrangement in place.

Unfortunately, these arrangements cannot be extended to new patients at this time. The delivery service is under review.

Contact details

Should you require further advice or information about your repeat prescription please contact Pain Management Team via painrptpx@lthtr.nhs.uk or telephone 01772 524185.

Sources of further information

www.lancsteachinghospitals.nhs.uk

www.nhs.uk

www.patient.co.uk

www.accessable.co.uk

www.fpm.ac.uk/opioids-aware/information-patients

www.gov.uk/drug-driving-law

https://www.gmc-uk.org/-/media/documents/prescribing-guidance-updated-english-20210405_pdf-85260533.pdf

All our patient information leaflets are available on our website for patients to access and download:

www.lancsteachinghospitals.nhs.uk/patient-information-leaflets

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Lancashire Teaching Hospitals is a smoke-free site. Smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping smoking this will include Nicotine Replacement Therapy to help manage your symptoms of withdrawal and the opportunity to speak to a nurse or advisor from the specialist Tobacco and Alcohol Care Team.

If you want to stop smoking, you can also contact the Quit Squad Freephone 0800 328 6297.

Please ask if you would like help in understanding this information. This information can be made available in large print and in other languages.

Gujarati:

આ માહિતીને સમજવામાં સહાયતા જોઈતી હોય તો કૃપા કરીને પૂછો. આ માહિતી મોટા છપાણામાં અને અન્ય ભાષામાં ઉપલબ્ધ કરી શકાય છે.

Romanian:

Vă rugăm să întrebați dacă aveți nevoie de ajutor pentru înțelegerea acestor informații. Aceste informații pot fi puse la dispoziție în format mare și în alte limbi.”

Polish:

Poinformuj nas, jeśli potrzebna jest ci pomoc w zrozumieniu tych informacji. Informacje te można również udostępnić dużym drukiem oraz w innych językach

Punjabi:

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਸਮਝਣ ਵੱਲ ਮਦਦ ਲੈਣੀ ਚਾਹੋਗੇ ਤਾਂ ਕਰਿਪਾ ਕਰਕੇ ਇਸ ਬਾਰੇ ਪੁੱਛੋ। ਇਹ ਜਾਣਕਾਰੀ ਵੱਡੇ ਪ੍ਰਿੰਟ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵੱਲ ਮੁਹੱਈਆ ਕੀਤੀ ਜਾ ਸਕਦੀ ਹੈ।

Urdu:

دوسری زبانوں اور برائی اگر آپ کو ہی معلومات سمجھنے کے لیے مدد کی ضرورت ہے تو
یہ چھپا ہی میں ابی دست ہو سکت ہے براے مہر یان ہو ی چھدی۔ معلومات

Arabic:

مطبوعه بأ ح ر ف ك ب ي ر ة و بلغات إذا كنت تريد مساعدة في فهم هذه المعلومات يُرجى أن تطلب
أخرى يمكن تو فير هذه المعلومات

Department: Pain Management Services
Division: Diagnostics and Clinical Support
Production date: April 2023
Review date: April 2026
JR 949 v1