

Prescriptions

LEARNING OUTCOMES

- To understand more about prescription forms
- To read and understand the instructions for filling in the form
- To know which parts are relevant
- To fill in the back of the form correctly



RESOURCES

- Copies of Resources 1–6
- Enlarged version of Resource 2 (optional)
- Quiz questions about prescriptions to be devised by teacher (Engage activity)
- Simplified statements on cards/sticky notes to be devised by teacher (Activity 4 ESOL)
- Dates in different formats on cards/sticky notes to be devised by teacher (Activity 5 Support)

RELATED TOPICS

- Checking medicine labels (Theme 12, Topic 4)
- Dosage and timing (Theme 12, Topic 5)
- Advice from the pharmacist (Theme 12, Topic 6)

HEALTH SKILLS

Most people at some point in their life will need to take or administer medicines which are only available by being prescribed by a GP. People who are managing a long-term health condition may have medicines on 'repeat prescription' which they need to order at regular intervals.

The prescription form contains and asks for a lot of information in a very small space. It can be quite a challenge to fill in, particularly when it needs to be done quickly in the pharmacy.

This topic is aimed at helping learners become familiar with the form and how to fill it in.

Related health information

www.nhs.uk

FUNCTIONAL SKILLS

In order to understand a prescription form and fill it in correctly, learners need to be able to:

- read and understand words and phrases commonly used on prescription forms
- recognise and understand relevant specialist words used on prescription forms
- understand conditions of exemption from payment.

Functional Skills/Core Curriculum

Activities in this topic will contribute to learning in the following curriculum areas:

- recognise and understand relevant specialist key words used on prescriptions
English E3.8 (L/Rw/E3.1)
- read and understand words and phrases commonly used on prescriptions
English E3.11 (L/Rw/E3.2)
- record time in common date formats
Maths L1.20 (N/MSS1/L1.2)
English E2.16 (L/Ww/E2.1).

- Establish first that everyone is familiar with the meaning of the word 'prescription'. Ask who gives them a prescription and where they pick up prescription medicine.
- Ask learners about their experiences of picking up prescriptions. For example, 'Where do you pick up your prescription?' (GP practice); 'Where do you take your prescription?' (High Street chemist, pharmacy in supermarket, etc.).
- Explain that you are going to do a quick quiz to find out what learners know. Ask learners in pairs some direct questions about prescriptions which require them to write 'yes', 'no' or 'not sure'. These could be based on:
 - amount to pay per item (e.g. 'Does everyone have to pay £8.80 for every item given to them? Yes, no, or not sure.')
 - filling in the back of the form
 - picking up a prescription for someone else
 - medicines that are free
 - ages when you don't have to pay
 - people who don't have to pay, etc.

What is a prescription?

When was the last time you had to pick up a prescription for yourself or someone else?

ACTIVITY 1

Find out what learners already know about filling in prescription forms

- Hand out Resources 1 and 2. If possible, use a copy of the full prescription form (Resource 2) on a PowerPoint slide or enlarged onto A3 paper.
- Ask each question on Resource 1. See if learners know the answers or can guess. If not, ask how they can find out.
- Encourage learners to think of other questions about the prescription form.
- Read the bullet points at the bottom of Resource 1 and explain that learners will find out more about these during the session.

What information do you need to give on the prescription form?

Support

Learners may not know any of the answers. They may find the whole form daunting or struggle to understand the format, language and instructions. Reassure them that this is common to most people and that you will be going through the form step by step so that they feel more confident about filling it in.

ESOL

Learners may be unfamiliar with the concept of prescription as opposed to over-the-counter medicines, and the role of the GP. As preparation for any work with the form, allow time to share their experiences of how medicines are accessed in their countries. Ask questions to direct the discussion (e.g. 'Where can you get the medicines you need?').

ACTIVITY 2

Identify which parts of the form to fill in

- Hand out Resource 3.
- Ask learners to read the information in **A** and highlight just the bit that tells them which parts to fill in if they **don't have to pay**.
- Repeat this with **B**, but this time they highlight the instruction for **those who pay**.

Which parts of the form do you need to fill in?

- Repeat with **C** and highlight the part that explains what to do if you're **not sure** whether you pay.
- Refer learners to the final copy of the note (**D**) with the information already highlighted. Ask them to explain the highlighted information in their own words.
- Write down a clear explanation on the board and read it out.
- Point out that to get a refund you need to get a receipt (FP57) at the time of collecting the prescription.

What should you do if you're not sure you're entitled to free prescriptions?

What is an FP57?

Support

- For **A**, **B** and **C**, support learners as they scan for the key words first (shown in bold above) in order to locate the relevant text.
- Read through the information from this point, asking learners to say where the relevant information stops (use the punctuation to help here).
- For **D**, help learners to use their own experience to understand the terms 'receipt' and 'refund'. Link to buying clothes or food.

ESOL

Check understanding of terms such as 'penalty charges', 'refund', 'receipt', 'make a wrongful claim'. Discuss their meaning or provide simple definitions in everyday English and ask them to find words in the text with similar meanings.

ACTIVITY 3

Understand and fill in the information required for either Part 1 or Part 2

Part 1

- Ask learners to identify where Part 1 on Resource 4 comes from on the full version of the form (Resource 2).
- Explain how each point continues on from the introductory phrase to make a full sentence. For example, 'The patient doesn't have to pay because he/she is under 16 years of age.'
- Ask learners what they think the boxes are for. Discuss how they would fill the correct one in. Remind learners that you only fill this part in if you **don't** pay for medicine.
- Ask learners to pick out the points that are preceded by an asterisk (star). Ask them to look at the second part of Part 1 (marked **B** on Resource 4) and point out how this part uses the asterisk to connect these things together.
- Make sure learners understand when this section has to be filled in, and how to do this correctly. This will include discussion on how and where to get your National Insurance number and a clear format for writing birth dates including day, month and year (e.g. 10/09/1960; 10.09.60).

Which patients do not have to pay for prescriptions?

TIP

Explain the term 'exemption' and define each group in Part 1 clearly.

Part 2

- Ask learners if they can remember or can check on the form when this part (**C**) has to be filled in.
- Discuss the cost of charges per item and give learners practice in filling this box in using the decimal point. For example, £8.80.

Support

Part 1

- Ask questions to check learners understand each point before moving on (e.g. 'What do you think "pre-payment" means?').
- Ask about or explain the meanings of the exemptions. Encourage learners to use the glossary.

Part 2

- Don't expect learners to work out amounts. The aim is simply to get them to practise writing in the amount clearly, with the decimal point in the correct place.

ESOL

Learners may need help with specialist words like 'valid', 'entitled to', 'exemption', but also with the concept of 'benefits', which may not exist in the countries they come from: for example, 'Income Support', 'Jobseeker's Allowance' and the role of 'medical certificates'.

ACTIVITY 4

Understand the importance of giving honest and accurate information

- Explain to learners that they need to understand the declaration part of the form (Resource 5) if they are signing to say they do not need to pay.
- Give out the top part of Resource 5 (the complete declaration). Ask learners to pick out the four main things they are agreeing to by signing the form.
- Hand out the separated statements (the second part of Resource 5) and discuss the meaning of each one.

What can happen if you give incorrect information on the prescription form?

What is a 'declaration'?

Support

Learners may find the language difficult. Refer them to the glossary and support them as they make the wording of the statements more user-friendly. For example, 'What could be said instead of "I understand that if it is not, appropriate action may be taken?" What about "I know that if I have given any wrong information, some action will be taken against me?"'

ESOL

ESOL learners may find it challenging to put specialist terms into everyday language. Instead, provide simple explanations on cards which they can then match to the more specialist terms used in the form.

ACTIVITY 5

Practise filling in personal information accurately to complete the form (Part 3)

- Ask learners what they think the instruction 'Cross ONE box' means on Resource 6. Discuss the difference between 'the patient' and 'the patient's representative'.
- Go through how and where to sign, and the format of the date to show day, month and year. Give learners dates to practise with.
- Discuss what 'print name and address' means, and what the asterisk (star) is for. Establish that the patient's name and address are always given on the front of the form. If a representative of the patient is signing, or the patient's address has changed, details need to be given in Part 3.

Who is 'the patient'?

What is the difference between printing and normal handwriting?

- Ask learners in groups to go through the information about Rashid Ghazi and complete version **A** with the details. Discuss this as a whole group to check accuracy.
- Now ask learners to practise filling in the blank version (**B**) as if they are picking up a prescription for someone else today. Note: This can be done for themselves if confidentiality is not an issue.
- Remind learners that the information they give must be correct for legal purposes and that they can get into trouble for deliberately giving false information.

Support

- Provide extra support with writing dates clearly. Go through different formats, for example 20/05/19. Explain what each number stands for.
- To reinforce knowledge of different date formats it may help to give learners a matching exercise – join dates that are the same on paper, or match small cards.
- Some learners may need help with printing their names and addresses. If necessary, scribe for them and ask them to check it.
- Learners may not know their postcode. Help them to find this out where possible. They can make a note of it for future reference.

ESOL

Make sure learners understand the direct instructions such as 'cross ONE box', 'print name and address' and other words or expressions used to indicate what to write such as 'I am the patient', 'postcode', 'If different from overleaf'.

Action

- Suggest learners take home Resource 2 and have a go at filling it in for themselves or another member of the family. Discuss any problems they may have had next session.
- If confidentiality is an issue then give them the details of a fictional person to use for the form.

*How would **you** need to fill in the prescription form for yourself or a member of your family?*

Prescriptions

RESOURCE 1

When you pick up a prescription for medicine for yourself or someone else, you have to fill in the back of the prescription form.

How many of these things do you know?

Do I have to pay?

What does 'NI no' mean?

Do I have to write my address?

Which parts do I need to fill in?

Why do I need to sign it?

Which bits of part 1 should I fill in?

What does 'print' mean?



Why does some of the information have stars by it?

What else do I have to write in part 3?

NOTE Patients who don't have to pay must fill in parts 1 and 3. Those who pay must fill in parts 2 and 3. Penalty charges may be applied if you make a wrongful claim for free prescriptions. If you're not sure about getting free prescriptions, pay and ask for an NHS receipt FP57. You can't get one later. The FP57 tells you about getting a refund.

Part 1 The patient doesn't have to pay because he/she:

A	<input type="checkbox"/> is under 16 years of age
B	<input type="checkbox"/> is 16, 17 or 18 and in full-time education
C	<input type="checkbox"/> is 60 years of age or over
D	<input type="checkbox"/> has a valid maternity exemption certificate
E	<input type="checkbox"/> has a valid medical exemption certificate
F	<input type="checkbox"/> has a valid prescription pre-payment certificate
G	<input type="checkbox"/> has a valid War Pension exemption certificate
L	<input type="checkbox"/> is named on a current HC2 charges certificate
X	<input type="checkbox"/> was prescribed free-of-charge contraceptives
H	<input type="checkbox"/> gets Income Support (IS)
K	<input type="checkbox"/> gets income based Jobseeker's Allowance (JSA (IB))
M	<input type="checkbox"/> is entitled to, or named on, a valid NHS Tax Credit Exemption Certificate
S	<input type="checkbox"/> has a partner who gets Pension Credit guarantee credit (PCGC)

Part 2 I have paid £ _____ Now sign and fill in Part 3

Part 3 Cross ONE box I am the patient patient's representative

Sign here: _____ Date / / _____

Print name and address: _____
Postcode _____

*If different from overleaf

It helps to know:

- why you have to fill in the form
- which parts to fill in
- how to fill them in correctly.

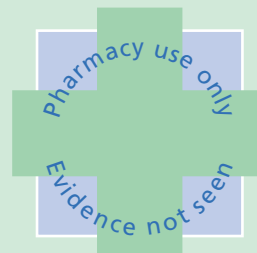
Prescriptions

RESOURCE 2

NOTE Patients who don't have to pay must fill in parts 1 and 3. Those who pay must fill in parts 2 and 3. Penalty charges may be applied if you make a wrongful claim for free prescriptions. If you're not sure about getting free prescriptions, pay and ask for an NHS receipt FP57. You can't get one later. The FP57 tells you about getting a refund.

Part 1 The patient doesn't have to pay because he/she:

- A** is under 16 years of age
- B** is 16, 17 or 18 **and** in full-time education
- C** is 60 years of age or over
- D** has a valid maternity exemption certificate
- E** has a valid medical exemption certificate
- F** has a valid prescription pre-payment certificate
- G** has a valid War Pension exemption certificate
- L** is named on a current HC2 charges certificate
- X** was prescribed free-of-charge contraceptives
- H** *gets Income Support (IS)
- K** *gets **income based** Jobseeker's Allowance (JSA (IB))
- M** *is entitled to, or named on, a valid NHS Tax Credit Exemption Certificate
- S** *has a partner who gets Pension Credit **guarantee** credit (PCGC)



*Name: _____ Date of Birth: _____ NI no: _____

**Print the name of the person (either you or your partner) who gets IS, JSA (IB), PCGC or Tax Credit*

Declaration

For patients who do not have to pay

I declare that the information I have given on this form is correct and complete. I understand that if it is not, appropriate action may be taken. I confirm proper entitlement to exemption. To enable the NHS to check I have a valid exemption and to prevent and detect fraud and incorrectness, I consent to the disclosure of relevant information from this form to and by the Prescription Pricing Authority, the NHS Counter Fraud and Security Management Service, the Department for Work and Pensions and Local Authorities.

Now sign and fill in Part 3

Part 2 I have paid £ _____ Now sign and fill in Part 3

Part 3 Cross **ONE** box I am the patient patient's representative

Sign here _____ Date / /

Print name and address* _____

Postcode _____

**If different from overleaf*

A If you don't pay:

NOTE Patients who don't have to pay must fill in parts 1 and 3. Those who pay must fill in parts 2 and 3. Penalty charges may be applied if you make a wrongful claim for free prescriptions. If you're not sure about getting free prescriptions, pay and ask for an NHS receipt FP57. You can't get one later. The FP57 tells you about getting a refund.

B If you do pay:

NOTE Patients who don't have to pay must fill in parts 1 and 3. Those who pay must fill in parts 2 and 3. Penalty charges may be applied if you make a wrongful claim for free prescriptions. If you're not sure about getting free prescriptions, pay and ask for an NHS receipt FP57. You can't get one later. The FP57 tells you about getting a refund.

C If you're not sure:

NOTE Patients who don't have to pay must fill in parts 1 and 3. Those who pay must fill in parts 2 and 3. Penalty charges may be applied if you make a wrongful claim for free prescriptions. If you're not sure about getting free prescriptions, pay and ask for an NHS receipt FP57. You can't get one later. The FP57 tells you about getting a refund.

D **NOTE** Patients who don't have to pay must fill in parts 1 and 3. Those who pay must fill in parts 2 and 3. Penalty charges may be applied if you make a wrongful claim for free prescriptions. If you're not sure about getting free prescriptions, pay and ask for an NHS receipt FP57. You can't get one later. The FP57 tells you about getting a refund.

Prescriptions

RESOURCE 4

A

Part 1	The patient doesn't have to pay because he/she:	
A	<input type="checkbox"/>	is under 16 years of age
B	<input type="checkbox"/>	is 16, 17 or 18 and in full-time education
C	<input type="checkbox"/>	is 60 years of age or over
D	<input type="checkbox"/>	has a valid maternity exemption certificate
E	<input type="checkbox"/>	has a valid medical exemption certificate
F	<input type="checkbox"/>	has a valid prescription pre-payment certificate
G	<input type="checkbox"/>	has a valid War Pension exemption certificate
L	<input type="checkbox"/>	is named on a current HC2 charges certificate
X	<input type="checkbox"/>	was prescribed free-of-charge contraceptives
H	<input type="checkbox"/>	*gets Income Support (IS)
K	<input type="checkbox"/>	*gets income based Jobseeker's Allowance (JSA (IB))
M	<input type="checkbox"/>	*is entitled to, or named on, a valid NHS Tax Credit Exemption Certificate
S	<input type="checkbox"/>	*has a partner who gets Pension Credit guarantee credit (PCGC)

B

*Name:	Date of Birth:	NI no:
*Print the name of the person (either you or your partner) who gets IS, JSA (IB), PCGC or Tax Credit		

C

Part 2	I have paid	£	Now sign and fill in Part 3
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Declaration

*For patients
who do not
have to pay*

I declare that the information I have given on this form is correct and complete. I understand that if it is not, appropriate action may be taken. I confirm proper entitlement to exemption. To enable the NHS to check I have a valid exemption and to prevent and detect fraud and incorrectness, I consent to the disclosure of relevant information from this form to and by the Prescription Pricing Authority, the NHS Counter Fraud and Security Management Service, the Department for Work and Pensions and Local Authorities.

Now sign and fill in Part 3

I declare that the information I have given on this form is correct and complete.

I understand that if it is not, appropriate action may be taken.


I confirm proper entitlement to exemption.

I consent to the disclosure of relevant information from this form ...

Prescriptions

RESOURCE 6

A


Part 3	
<i>Cross ONE box</i> I am the patient <input type="checkbox"/> patient's representative <input type="checkbox"/>	
Sign here 	<i>R Ghazi</i> Date / /
Print name and address*	
	Postcode
<i>*If different from overleaf</i>	

Rashid Ghazi went to pick up his **own prescription** from the pharmacy on **25 July 2018**.

He checked his **address** on the front of the prescription form and found it was correct.

Fill in the rest of the above form (**A**) with his details.

B

Part 3	
<i>Cross ONE box</i> I am the patient <input type="checkbox"/> patient's representative <input type="checkbox"/>	
Sign here 	Date / /
Print name and address*	
	Postcode
<i>*If different from overleaf</i>	