

**Also, remember to:**

- Allow 3-5 working days to order your prescription and collect from your nominated pharmacy.
- Check what you have at home before ordering more medication.
- Only order the items you need.
- Check your order before leaving the pharmacy. Medicines returned after you have left cannot be reused or recycled.
- Tell your GP practice if there is medication on the repeat that you don't take any more.
- Let your GP practice know if your medication runs out at different times.
- Hand any medication you don't need into the pharmacy. They will get rid of them safely.
- Ask your pharmacist if you need further information about your medication.
- If your pharmacy delivers your medication, let them know you have placed your order.

If you are ordering early for a specific reason (i.e. going on holiday) add a note to your request to let your GP know. This helps to avoid delays.

If you have any questions, comments, compliments or concerns, please contact:

Patient Advice and Liaison Service (PALS)

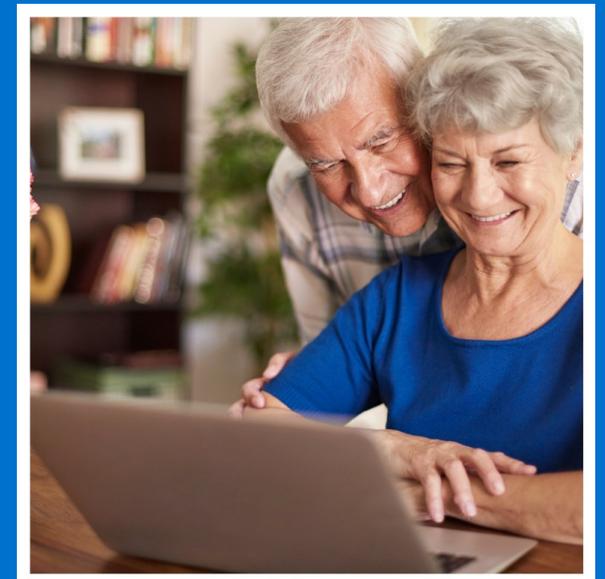
Telephone: **0800 328 5640**

Email: [scwcsu.palscomplaints@nhs.net](mailto:scwcsu.palscomplaints@nhs.net)

Approved by:	Medicines Management Sub-Committee
Date:	July 2018

# Ordering your Repeat Prescriptions

## Changes that could affect you



## What is changing?

**From 1<sup>st</sup> August 2018 the way you order repeat prescriptions is changing.**

You will have to order repeat medication and equipment from your GP practice, not from your pharmacy or medical equipment supplier.

This is about ordering repeat prescriptions. If you already have medication delivered to your home this will not change.

## Why are we making these changes?

Your doctor wants to make sure you only order the medication you need.

You (or your carer) know what medication you already have at home and so what you need to order.

We need to be careful with NHS money. Over-ordering, stockpiling and not using medication costs the NHS money which we could use for other services.

## What is not changing?

You'll not be affected if you already order your repeat prescriptions from your GP practice.

Prescriptions will still be sent to your chosen pharmacy.

Pharmacies will continue to deliver medication and other items to your door, if you currently use this service.

## Who isn't affected by the changes?

We know that some people will still need help from the pharmacy to order repeat medication. Pharmacies can help:

- Patients who are housebound and cannot order online and do not have a carer or representative who can order for them, and their GP practice does not accept requests by phone.

- Patients using a Monitored Dosage System (also known as a dosette box).
- Patients who have a learning disability and do not have a carer or representative who can order for them.
- Patients who have dementia who do not have a carer or representative who can order for them.

GPs, practice staff and pharmacists, will make a note on the patient's record to say that the pharmacist is continuing to order medication for these patients.

**Please speak to your pharmacist or GP if you, a member of your family, or someone you care for needs help ordering medication.**

## What do I need to do?

You can order your NEXT repeat medication in one of the following two ways:

- **Go online** – order your request online through your GP's website. You may need to register first. To do this you'll need to take two forms of identification (passport or driving licence and proof of address e.g. bill or bank statement) into your GP practice.
- **At your GP practice** - drop your completed repeat prescription request slip (right hand side of prescription) into your practice. Many practices have "prescription request post boxes" or trays.

## Ordering your own repeat prescription:

To help reduce waste please remember to:

**Order only the medication you need for each month.**