

# Ordering your repeat prescriptions is changing



## What are repeat prescriptions?

Many people have repeat prescriptions; this means you can get your medicines on a regular basis without having to go to your GP Practice every time.

Some people order these repeat prescriptions themselves and others choose to use a pharmacy or dispensing company to order medicines on their behalf.

# What is changing?

From 1 September 2020, you (or a person nominated on your behalf) will have to order repeat prescriptions directly from your GP Practice.

You will no longer be able to order repeat prescriptions through your pharmacy, an online pharmacy or other dispensing contractor.

# What is not changing?

If you already order repeat prescriptions from your GP Practice, you will not be affected and don't need to do anything.

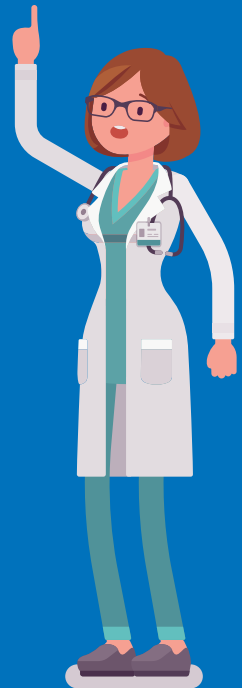
If you collect your medicine from your local pharmacy, or have it delivered to your door you can continue with these arrangements.

If you receive your medication through a monitored dosage system, for example a dosette box or a blister pack, this change will not affect you.

## Electronic Repeat Dispensing

Ask your GP Practice or pharmacy about Electronic Repeat Dispensing.

It's quick and easy and can save you time.



# What do I need to do?

From 1 September 2020, or earlier, you need to ask your GP Practice for a repeat prescription. There are a number of ways to do this:

## OPTION 1

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### Order online via your GP Practice website

First register with your GP Practice for their online services.

To do this, visit your Practice with photo ID (passport or driving licence) and complete a short form.

## OPTION 2

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### Order through the new NHS App

Download the NHS App to your smartphone or tablet from iTunes App Store or Google Play.

You then need to set up an NHS login to use the NHS App. You can use the details your GP Practice gave you when you registered for their online services. Ask your GP practice for a letter containing these details if you don't have a copy.

Or use one of the following documents;

- Passport
- Driving licence (UK full or provisional / EU full)
- European national identity card

As part of the set up process, you need to record a short video. This is so the NHS can check your face matches the face in your photo ID. It is also the best way to ensure no one is trying to use your ID to access your medical record.

## OPTION 3

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### In person, at the surgery

Simply tick the medicines required on the white, tear-off section of your prescription and drop it into your GP Practice.

# The new way to order your repeat prescription

## 1. I need to order my medicine

### Only order what you need

We ask that you only order medicine when you need it.

It takes 7-10 days to request and complete a prescription, make sure you have enough to use until your next prescription is ready.

You don't have to get every item listed on your prescription every time. If you've got enough of one medicine then don't order it. You can still request it if you need it in the future.

## 2. When do I order my medicine?

### Order at the correct time

Your GP Practice will need 2-3 working days to issue a repeat prescription.

Your pharmacy needs a further 3 days to process your prescription.

## 3. How do I get my medicine?

### Collect your medicines

You can continue to collect your medicines or have them delivered.

Speak with your nominated pharmacy to carry on this arrangement.



# Why is this change needed?



## This is safer and more efficient

These changes will help to address safety issues. Under the old system, some patients found that they began to build up a stock of unused medicines that had to be stored safely and used within a certain date.

The new system will help your GP practice to better check and monitor the medicines you do and do not use. This will help when discussing and choosing the right medicines for you during your medication review.

In addition, the new way of working will make the re-ordering of your prescribed medicines simpler for you and your GP and help give you a better understanding of your medicines and why you are taking them.

NHS resources are precious and these changes will help to reduce medicines waste (stocks of unused medicine) paid for by the NHS. By working together we estimate we can save, locally around £2m\* each year. We can spend this money on improving local health and care services for local people.



## What if I'm worried about not being able to manage this change?

If you are unable to order your own medicines, could a relative or carer do this on your behalf? If this is not possible then please speak to your GP Practice or your local pharmacy who will be able to help you.

\*Based on similar areas that have already made this change

# How do I get more help understanding this change?

For more information, or if you have any concerns about the changes please contact your local Patient Advice and Liaison Service (PALS).

## If you live in East Riding of Yorkshire

[ERYCCG.ComplaintsAndConcerns@nhs.net](mailto:ERYCCG.ComplaintsAndConcerns@nhs.net)

**01482 672047**

Patient Relations, Health House, Grange Park Lane, Willerby, HU10 6DT

## If you live in Hull

[HullCCG.Pals@nhs.net](mailto:HullCCG.Pals@nhs.net)

**01482 335409**

Patient Relations, Freepost Plus RTGL-RGEB-JABG, NHS HULL Clinical Commissioning Group, 2nd Floor, Wilberforce Court, Alfred Gelder Street, Hull, HU1 1UY

## If you live in North Lincolnshire

[NLCCG.PALS@nhs.net](mailto:NLCCG.PALS@nhs.net)

**01652 251125**

Patient Relations, Health House, Grange Park Lane, Willerby, East Yorkshire, HU10 6DT

## If you live in North East Lincolnshire

[nelccg.askus@nhs.net](mailto:nelccg.askus@nhs.net)

**0300 3000 500**

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