

*The easiest way to order your repeat prescription is online. Ask the receptionists at your surgery how to do this.*

## 8) What should I do if I need help ordering my prescriptions?

If you feel you might need support ordering your repeat prescription, consider if a relative could order your medicines for you.

If this is not an option for you, please contact the reception at your surgery or discuss with your pharmacy.

Support will always be available for those who need it.

## 9) How can my pharmacy help me with my medicines?

Your pharmacy can help you if you:

- want to dispose of unwanted medicines
- are unsure how to take or use your medicines
- would like to know about possible side-effects of your medicines

Pharmacies can also offer you:

- a full medication review. These are called Medication Use Reviews or MURs
- information about a medicine you have just started. This is called the New Medicines Service or NMS

## Contact us

HaRDCCG would welcome patient feedback whether positive or negative at:

Email: [hardccg.patientrelations@nhs.net](mailto:hardccg.patientrelations@nhs.net)

Telephone: 01423 799300 (during office hours)

[www.harrogateandruraldistrictccg.nhs.uk](http://www.harrogateandruraldistrictccg.nhs.uk)

# Repeat Prescriptions

Understanding the changes that affect you



## 1) What are repeat prescriptions?

Many people have a 'repeat prescription', meaning that they can regularly request certain medication(s) without having to see their doctor each time. Some people order these repeat prescriptions themselves and others choose to use a pharmacy or company to order the medicines on their behalf.

## 2) What is happening?

The way medications are ordered is changing. You (or your carer, nominated family member or friend) will have to order your medication directly from the GP practice yourself.

From September 2019, local GP practices will not accept prescription requests from pharmacies or companies for most patients. (These requests will not be processed.)

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### 3) When is this happening?

The changes will take place from September 2019.

### 4) Why is this happening?

This is happening to increase safety and efficiency.

This new system will give you more control. Under the current system, many patients have reported that they have built up a large stock of unused medicines. These medicines are often not stored safely nor used within their expiry date. This change in the way medicines are ordered will address these safety concerns.

This change will also mean that your GP practice will have a clearer picture of the medicines you do and do not use. This will help with your discussions during your medication review.

It is important that NHS money is used as efficiently as possible. Medicines waste in the Harrogate, Knaresborough and Ripon area costs the NHS around £1 million every year.

This change will reduce medicines waste, allowing monies to fund other services to improve the health of the people locally.

### 5) What will stay the same?

If you already order your medication directly from your GP practice yourself, you will not be affected and do not need to take any action.

Pharmacies that collect prescriptions from GP practices can still do so.

Pharmacies that deliver medications and other items to you can still do so.

It will still take the surgeries 2-3 working days to issue a repeat prescription and then you should allow a further 3 days for the pharmacy to process your prescription, before collecting your medicines from the pharmacy. This allows the pharmacy time to order in your medicines.

### 6) Ways to order repeat prescriptions?

The easiest ways to order your prescription is online.

From September 2019 the surgeries will not accept repeat prescription requests from pharmacies or appliance companies.

If you need to request a repeat prescription you can only do this by one of the following approved ways:

- order online (the easiest and safest way)
- email (this service is only available at some GP practices)
- via the repeat prescription box at your GP practice
- via post to your GP practice

(You can tear off the white slip on the right hand side of your prescription, tick what you need and post it or drop it into your GP practice.)

#### **Pharmacies will no longer be able to order medications on behalf of patients.**

A benefit from using online services allows you to nominate a pharmacy for your prescription to be sent to electronically. Some people have found that they save money and time as they don't need to make a special trip to their GP practice to order repeat prescriptions. Your prescription will be sent to your nominated pharmacy and your medicines will be ready to collect in a few days.

### 7) When to order your medicines?

Please do not order your next supply of medicines as soon as you have picked up your last supply. Instead, please wait until you only have 7-10 days' supply of one of your medicines left.

Before you order, check your stocks at home to see which medicines you need and only order the medicines that you need. If you use some medicines occasionally, such as painkillers, you do not need to order them each time. Instead just order them when you need further supplies.

Try to get in the habit of ordering all your regular medicines at the same time, rather than ordering them separately, for example one or two items each week.