

What are repeat prescriptions?

Many residents have a repeat prescription, meaning that they can regularly receive a certain medication without having to see their doctor each time. Some people order these repeat prescriptions themselves via their GP practice and others choose to use a pharmacy to order the medicines on their behalf and then pick them up or have them delivered.

What is changing?

Patients who use a pharmacy to order repeat medicines on their behalf must now order repeat prescriptions directly from their GP practice. In future, you or a carer will need to be involved in the ordering of repeat prescriptions via your GP.

The changes will take place from 1st February 2018

To be retained by your pharmacy

To be completed by the patient or carer

What is not changing?

If you already order repeat prescriptions 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 will still do so. Pharmacies that deliver medications and other items to your door will still do so.

What do I need to do?

Practices will not accept repeat requests from pharmacies from 31 January 2018. If you need to ask your GP practice for a repeat prescription, you can do this by ordering:

- Online
- On the phone*
- At the practice
- Via letter

You may find the easiest way to do this is to tear off the white slip on the right hand side of your prescription (see picture on page 2) and drop it into your practice. We ask you to only order medicine when needed. Any items you don't order won't be removed from your prescription unless you have a medicines review with your doctor. Please check how many days' medicine you have before ordering a new prescription. Please don't order until you have seven days of medicines left. It takes the practice two working days to issue a prescription.

Why is this happening?

This is safer and more efficient. This change will mean that your GP has a better ability to monitor and control what medicines you do and do not use. This will help your discussions about choosing the right medication. The change will also help address a safety concern. Under the old system, some patients found that they began to build up a stock of unused medicine, which had to be stored safely and used within date. The new system will give you more control. Finally, it is important that NHS money is used as efficiently as possible. We aim to save a large amount of money on unused medicines, money we will use to benefit the health of people in South and South West Lincolnshire.

How do I get more help understanding this change?

If you feel you might need support ordering your repeat prescription or know someone who might need help, please contact the Patient Advice and Liaison Service (PALS) on 0300 1239553 or email LHNT.LincsPALS@nhs.net

If you are worried about the impact of this change on someone else or yourself, please speak to your practice.

*only some practices will accept ordering by telephone

If you would like to request this leaflet in a different language, visit

www.southwestlincolnshireccg.nhs.uk
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Contact us:

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Repeat prescriptions in South and South West Lincolnshire

Understanding the changes that could affect you from 1st February 2018