

Changes to Repeat Prescription Ordering



IMPORTANT INFORMATION

Understanding changes that may affect you shortly

What is changing?

Shortly, some surgeries will no longer accept prescription requests from Pharmacies for the majority of patients.

What does this mean for me?

If you currently:

Order your repeat prescription request at your Pharmacy

OR

A Pharmacy orders your repeat prescription for you

You will now need to:

Order your repeat prescription direct with your Surgery

Your Pharmacy and Surgery are aware of these changes. Delivery of all products will be unaffected. It is just the ordering process that will be changing.

What you need to do now...

Shortly, you will need to request your repeat prescription from your Surgery in one of the following ways:

- Online via [SystemOnline](#) website or mobile phone app (See your Surgery website for further information)
- Dropping your request into your Surgery
- Posting your request to your Surgery

Remember...

- You only need to order the medication you need
- Once medication is returned to a Pharmacy, it cannot be reused even if it is in-date and unopened
- Allow extra time for ordering over weekends and bank holidays

Why is it changing?

Many patients and health professionals are concerned about the amount of medicines that are wasted each year.

When someone else orders on behalf of a patient, they do not always know when medicines have changed or how much stock a patient has at home. This can sometimes lead to requests for medicines that have been discontinued and a build-up of unused medicines.

- Putting patients in control of ordering their own medicines through their GP surgery is safer
- It will help your GP understand what you are ordering and how often
- The improved system can help the NHS reduce the cost of waste medicines. Less waste means more NHS funds available for local healthcare



Did you know your Pharmacy can help you with:

- New Medicines Service
- Medicine Use Review
- Travel Advice
- Stop Smoking Services
- Minor Injuries Treatment Advice



Some of your local Pharmacies can support you with:

- Alcohol Awareness
- Healthy Eating

If you would like to access any of these services please speak to your Pharmacist for more information.

Who to contact if you need more advice or support

If you have any questions about the information in this leaflet you can speak to:

- Your Surgery
- Your Pharmacy / Pharmacist
- NHS Nene Clinical Commissioning Group (CCG) by:

If you have a question ☎ 01604 651229

For complaints please contact:

☎ 01604 651102

✉ northants.complaints@nhs.net

✉ To Complaints Team, Francis Crick House,
6 Summerhouse Road, Moulton Park, Northampton NN3 6BF