

Changes to the way your local pharmacy orders repeat prescriptions



**From
Summer
2017**

Understanding what this could mean for you

To request this information in a different format or language please call 0151 651 0011 or visit www.wirralccg.nhs.net

What are repeat prescriptions?

A **repeat prescription** allows you to get your regular medication without having to see your doctor each time.

What is changing?

The way repeat prescriptions are ordered is changing.

- Your GP practice will no longer accept repeat prescription requests from your local pharmacy.
- You (or your carer, nominated family member/friend) will have to order your repeat prescription from your GP practice.

How do I order my repeat prescription from my GP practice?

Your repeat prescription will need to be ordered from your GP practice using one of the following options:

Drop off or post the order slip into your GP practice

The order slip is the white, tear off part of your repeat prescription (see image on page 3).

If you don't have your order slip please put your request in writing. Please write your full name, date of birth and list the medications you require (including name of the medication and strength).

Online*

Ordering online is easier than you think. Your GP practice can help you set this up.

Mobile App*

Free mobile apps (such as patient access) are available to download on your smartphone. Once downloaded you can order your repeat prescriptions from the mobile app.



Please note, unfortunately, practices are unable to take prescription requests over the telephone.

**Online/Mobile App is not yet available at all Wirral GP practices. If your GP practice does offer one or both of these services then you may need to present identification to your GP practice in order to set this up. Please contact your GP practice for more information.*

To be retained by your pharmacy

The top part of a prescription form, titled 'To be retained by your pharmacy'. It includes fields for 'Pharmacy Stamp', 'Age' (00 y), 'D.o.B.' (00/00/0000), 'Patient's name', 'Patient's full address', 'NHS Number', and 'Endorsements'. The 'Endorsements' section lists: 'Atorvastatin 20mg tablets 28 tablet take one daily', 'Omeprazole 20mg gastro-resistant capsules 28 capsule take one daily', and 'Salbutamol 100microgram/dose inhaler CFC free 200 dose inhale 2 doses as needed'. It also states '3 items on this prescription'. At the bottom, there are fields for 'Signature of Prescriber' and 'Date'. A box at the bottom right contains 'Your doctor's name 894796', 'Sample Medical Centre', 'Sample Road', 'Wirral', '0151 000 0000', 'Wirral CCG', and 'NHS' logo.

Order slip: To be completed by the patient or carer

The bottom part of a prescription form, titled 'Order slip: To be completed by the patient or carer'. It includes fields for 'Patient's name', 'Sample Medical Centre', 'Sample Road', 'Wirral', 'D.o.B.: 00/00/0000', 'Age: 00 y', 'NHS#', and 'Current date Page 1 of 1'. A large box contains instructions: '***PLEASE ALLOW 48 HOURS FOR REPEAT PRESCRIPTIONS*** Order your medication online 24 hours a day! Ask at reception for an application form! When we are closed, please now contact the NHS on 111. ****FLU VACCINATIONS ARE NOW AVAILABLE**** ***STOP WASTE PLEASE ONLY ORDER THE ITEMS YOU NEED****'. Below this are three medication entries with checkboxes: 'Atorvastatin 20mg tablets 28 tablet, take one daily' (checked), 'Omeprazole 20mg gastro-resistant capsules 28 capsule, take one daily' (unchecked), and 'Salbutamol 100microgram/dose inhaler CFC free 200 dose, inhale 2 doses as needed' (unchecked). Each entry includes 'Last Issued' and 'Next Issue Due' dates. At the bottom, there are fields for 'Your doctor's name', 'Sample Medical Centre', 'Sample Road', 'Wirral', '0151 000 0000', and a box with 'PATIENTS - please read the notes overleaf'.

Image 1 - Prescription and repeat order slip

Before you order your repeat prescriptions from your GP practice:

- Check how many days of medication you have left before ordering your medication.
- You will need to order your repeat prescription from your GP practice when you have 7-10 days of your medication left.
- It usually takes your GP practice 2-3 working days to issue a repeat prescription.
- **Remember to only order the items you need.**

What is not changing?

- If you already order repeat prescriptions directly from your GP practice this change will not affect you.
- Pharmacies that collect prescriptions from GP practices can continue to do so.
- Pharmacies can still receive prescriptions electronically.
- Pharmacies that deliver medications and other items to you can still do so.



Why is this change happening?

- Ordering your repeat prescription directly from your GP practice means that your GP can better monitor your medications.
- Under the old system, some patients reported that they began to build up a large stock of unused medication. A lot of this medication could not be stored safely or be used within 'use by' date which is a safety concern.
- Unused medicines or 'medicines waste' is estimated to cost the NHS Wirral approximately £2.1 million every year. This money can be used to fund other health care services in Wirral.



How do I get more help understanding this change?

If you feel you might need support ordering your repeat prescription or you know someone who might need help, please contact the **Patient Advice and Liaison Service (PALS)** on:

- 0800 054 2137 (freephone) or 0151 363 3948
- or email wirralpals@wired.me.uk
- or post to:

PALS Wirral Information Resource for Equality and Diversity Ltd (WIRED)
Unit 7, Wirral Business Park, Arrowe Brook Road, Upton, Wirral, CH49 1SX

The PALS service is **open Monday-Friday 9am-5pm**.



I am worried about being able to cope with this change.

If you are worried about the impact of this change on yourself or someone else please contact your GP practice.

Important: Please do not stop taking any medication unless instructed to do so by your GP.