

Putting patients in control of their repeat prescriptions

Introducing our patient-led repeat prescription ordering service

We are working with our [GP practices](#) and [pharmacies](#) to support patients to take charge of ordering their own repeat prescriptions. This is an initiative that we are promoting with [NHS South Cheshire CCG](#) and [NHS Vale Royal CCG](#).

We know that many of our patients manage their own repeat prescriptions by placing their requests with their GP surgery directly or by ordering them online. However, some patients use a community pharmacy service to place their repeat prescription order on their behalf.

We are encouraging patients to order their medicines themselves through their doctor's surgery because experience around the country suggests that this is safer and reduces waste. When a pharmacy orders on behalf of a patient, they do not always know when medicines have been changed or how much stock a patient already has.

This can sometimes mean that medicines are being ordered that are not needed, which can lead to some patients building up a stock pile of medicines at home. So, putting patients in control of ordering their own medicines through their GP practice is safer and can reduce waste.

What is changing?

Several GP surgeries are no longer accepting repeat prescription requests directly from pharmacies for most patients. This change will not affect people who already order their own repeat prescriptions from their GP surgery.

We are asking patients to order their own medicines using one of the following options:

- Order Online - Register for the [Patient Access](#) system that allows you to order your repeat prescription online or with an app on your mobile phone, and also allows you to book appointments and manage your details
- Drop off or post - Use the right-hand side of your repeat prescription to tick the items you need and drop it off or post it to the GP surgery
- Repeat Dispensing - At your next routine GP appointment, ask if you can take part in "repeat dispensing" (for more information about repeat dispensing click [here for a leaflet](#)).

How will I know if this affects me?

The list below shows the GP surgeries that are currently making this change to the way that repeat prescriptions are ordered. Each practice will write to those patients who will be expected to order their own repeat prescription.

Dr Mark Dickinson, head of prescribing and medicines optimisation for the three CCGs, said: "We believe that patients are best placed to know of any changes that have been made to their medicines agreed with prescribers and what medicines they have used in the past month, and can therefore order what they need."

“We expect that patients taking control of the medicines they order will improve safety and also reduce medicines waste at a time of significant financial challenge.”

What you can do to help

Here are a few things that you can do to support this scheme:

- Order your own prescriptions through your GP surgery and only order what you need
- If you get your medicines delivered, check them and ask the delivery driver to take back anything that is not needed
- Let your doctor know if you have stopped taking anything on your repeat prescription so these items can be removed
- Attend review appointments with your pharmacist or doctor to see if your medicines list is still up to date and meeting your needs.

Your Pharmacy

Your local community pharmacist can still offer you support and advice as well as giving you hints and tips on how you can self care. While some practices will no longer accept repeat prescription orders from community pharmacy, pharmacies can still support patients by:

- Collecting repeat prescriptions from the surgery or receiving them electronically for dispensing
- Providing a delivery service for medicines and other items when appropriate.

For more information about this change take a look at our [patient information leaflet](#).

If you feel that you or someone you know won't be able to manage with this change, please contact your GP surgery for advice.