

*NHS Eastern Cheshire CCG
NHS South Cheshire CCG
NHS Vale Royal CCG*



Putting patients in control of their repeat prescriptions

Patient-Led Repeat Prescription Ordering



This leaflet provides information about patient-led repeat prescription ordering across Central and Eastern Cheshire. NHS Eastern Cheshire Clinical Commissioning Group, NHS South Cheshire Clinical Commissioning Group and NHS Vale Royal Clinical Commissioning Group are working with member GP surgeries to improve patient safety and reduce waste by asking people to order their own repeat prescriptions.

What is changing?

Many GP surgeries across Cheshire will no longer accept repeat prescription requests from pharmacies for most patients. GP surgeries 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 using an App on your mobile phone or tablet

Drop off or post

Use the right hand side of your repeat prescription to tick the items you need and drop off or post this to the GP surgery (you may need to ask the pharmacy to print this off for you if you use the Electronic Prescription Service)

Repeat Dispensing

Repeat Dispensing - Ask if you can take part in "repeat dispensing" at your next routine GP appointment.

When you order your repeat prescriptions, please check what medicines you already have at home and only order what you need. Please tell your GP if you are no longer using any of the medicines on your repeat prescription list.

Pharmacies will still be able to collect printed prescriptions from the GP surgery and receive electronic prescriptions, and will continue to offer convenient opening hours and delivery services for dispensed medicines. The only change is to the way that some people order their repeat prescription.

Who will this affect?

This change will affect patients registered with participating GP surgeries who currently have their repeat prescription ordered for them by the community pharmacy. It does not affect anyone who already orders their own repeat prescriptions directly from the GP surgery.

How will I know if this affects me?

Practices will write to patients who will be affected when they are ready to make the change, giving full details of what is happening and when.

Why is this happening?

When a pharmacy orders on behalf of patients, the pharmacy team members do not always know when medicines have been changed or how much stock each patient has at home. This can sometimes lead to requests for medicines that have been discontinued, and to stockpiling of medicines. So, putting patients in control of ordering their own medicines through their GP surgery is safer and can reduce waste. And less waste means more NHS funds are available for local healthcare.

What should I do if I am unable to order my medicines, or if someone I care for needs extra help?

Importantly, special arrangements will be made for patients who may not be able to order their own prescriptions directly from their GP surgery.

You can speak to your GP surgery if you have concerns and they will arrange for someone to contact you to discuss issues and provide advice.

Contact your surgery for more information about how this change might affect you and people you care for.

You can also find more information about your CCG by visiting their website or by following them on twitter:

 easterncheshireccg.nhs.uk

 southcheshireccg.nhs.uk

 valeroyalccg.nhs.uk

 [@NHSECCCG](https://twitter.com/NHSECCCG)

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