

How do I get more help understanding this change and what do I do if I'm worried about someone I know not being able to cope with this change?

If you feel you might need support ordering your repeat prescription or you know someone who might need help, please speak to a member of staff at your GP reception.

I have a comment or query - what do I do?

If you have a comment or query you can call NHS Warrington Clinical Commissioning Group's Patient Experience Team on (Freephone) 0800 389 6973 or on 01925 843 743.

You can also write to our Patient Experience Team via: NHS Warrington Clinical Commissioning Group, Arpley House, 110 Birchwood Boulevard, Birchwood, Warrington, WA3 7QH.

Alternatively, you can email: complaints.nhswarringtonccg@nhs.net

Leaflet available in other formats upon request.

Contact us

NHS Warrington Clinical Commissioning Group
Arpley House
110 Birchwood Boulevard
Birchwood
Warrington
WA3 7QH

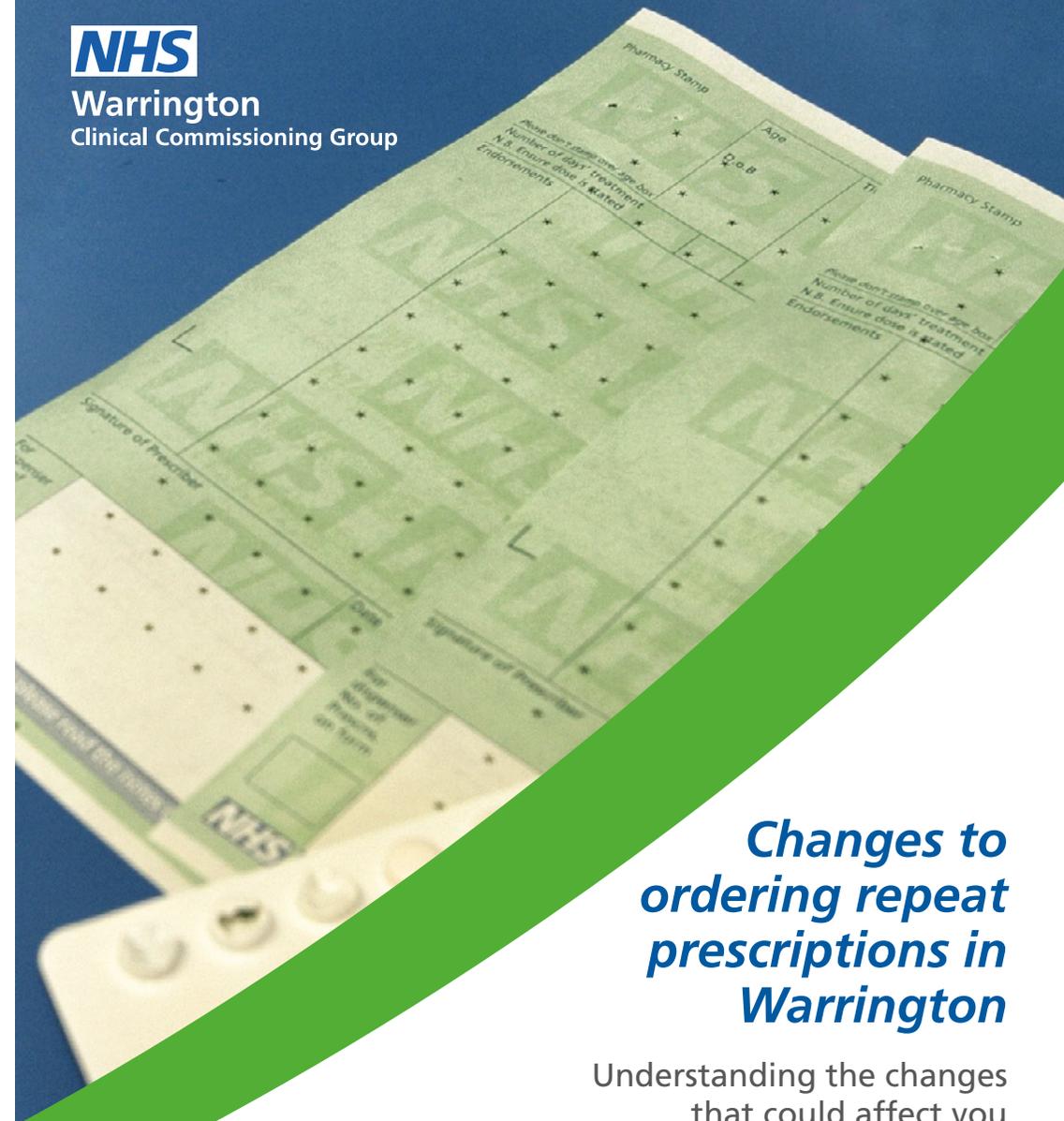
Email us: queries.warringtonccg@nhs.net

Find us: www.warringtonccg.nhs.uk



Warrington
Clinical Commissioning Group

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**Changes to
ordering repeat
prescriptions in
Warrington**

Understanding the changes
that could affect you



What are repeat prescriptions?

Many Warrington patients have a 'repeat prescription', meaning that they can regularly receive certain medications without having to see their doctor each time. Some people choose to order repeat prescriptions themselves and others choose to use a pharmacy to order their medications on their behalf.

What is changing?

The way repeat prescriptions are ordered is changing. You will have to order your repeat prescription from your GP practice yourself. This will only affect you if your medicines are ordered on your behalf by a community pharmacy.

Where and when is this happening?

This is being implemented in stages in several practices across Warrington. Please ask your practice to see if they are involved.

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.

What do I need to do?

If you have your repeat prescriptions ordered by a pharmacy on your behalf, you'll need to change the way you order your repeat medicines.

One way to order your repeat prescription is to use the tear off slip on the right-hand side of your prescription and drop it into your practice.

We ask you to only order medicine when needed. Please check how many days' medicine you have before ordering a new prescription. Please don't order until you have 7 to 10 days of medicines left. It takes the surgery 2-3 working days to issue a prescription.

Alternately, you may find the easiest way to order repeat prescriptions is via online ordering. Please contact your GP practice if you require further information about online ordering. You can also find How to Guides about accessing online GP services by visiting NHS England's website www.nhs.uk and search 'GP online services'.

What are the benefits to ordering my repeat prescription online?

If you order your repeat prescriptions online via online GP services, you can be in control of ordering your medicines and nominate a pharmacy to collect your prescription from or get it delivered to you. Additionally, if you are registered for online GP services you can book GP appointments at the click of a button.

Also, if individual family members sign up to online GP services, you can all order your medicines and have them sent to the same pharmacy. One person can then collect all the orders. Some online GP service platforms can send you a text once all your orders are ready or get them delivered by your pharmacy.

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 the people of Warrington.

I am not a healthcare professional, why should I take responsibility for my medication?

People have a key role in protecting their own health, choosing appropriate treatments and managing long-term conditions. Self-management is a term used to include all the actions taken by people to recognise, treat and manage their own health.

Taking control and responsibility for your health and any medication you take, gives you confidence to encourage healthy behaviours that help prevent ill health in the long-term.

Are there any exemptions to the change?

Some patients may be exempt and still require pharmacy managed repeat prescriptions and they can still order through their pharmacy. Please ask at your GP practice reception if you are unsure if you require pharmacy managed repeat prescriptions.

My family and I are on repeat prescriptions - how can I avoid multiple trips to the pharmacy for collections?

You can reduce the number of visits to the pharmacy by having a regular medication review with the Clinical Pharmacist in your GP practice. They can talk with you about the medication that is on your repeat prescription and advise you if any changes could and should be made. By having this review, you can also ask for your medicines to be synchronised with the prescriptions of your partner or relatives to reduce the number of visits to the pharmacy for collections.

How can I sign up to online GP services?

Follow these steps to access online GP services:

1. Take photo ID (passport or driving licence) and proof of address (such as a utility bill) to your GP practice and tell them you want to start using their online services. If you do not have any ID, then either a member of staff will have to confirm your identity or you may have to answer questions about personal information in your GP record
2. Then fill in the short registration form that you are given by your practice
3. Once you have signed up, you will receive a letter with your unique username, password and instructions on how to log in

NHS England have created a series of How to Guides about accessing online GP services. To view these (including easy read versions) please visit: www.nhs.uk/using-the-nhs/nhs-services/gps/gp-online-services/