

Community Pharmacy Repeat Prescription Ordering Service Frequently asked questions (Updated September 2018)

What is changing?

Following on from two successful pilots, we are working with more practices to change the way repeat prescriptions are ordered.

This means that if you are a registered patient at one of these practices, you will no longer be able to order repeat prescriptions at the pharmacies that dispense for these sites. You will be required to order them directly from your GP practice. You will be informed by your practice when these changes will happen.

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.

We know that change can bring challenges. Change is something that may be daunting, but it is necessary to ensure that we monitor and control medicines more closely for the benefit of patient safety and to reduce the amount of NHS money that is wasted through unused prescriptions.

What does this mean to me?

It means that if your practice is taking part in the project, pharmacies that order for these sites will not be able to reorder repeat prescriptions for you. You will be required to order them directly from your GP practice. Please speak to your pharmacy about collection and delivery options.

Your prescription will need to be ordered using one of the following options:

1. Ordering online: It is easier than you think; your practice will help you to set this up, meaning you can order 24/7. For further details on how to access online ordering please speak to your practice receptionist
2. Drop off or post the tick slip to your practice: Select only the items you need on the right-hand side of your prescription. If you don't have your slip, please put your request in writing listing the medications you require.

If you already order from your GP directly or online, this project will not affect you.

Can I order my repeat prescription over the phone?

Unfortunately, practices are not able to take prescription requests over the phone. To avoid disappointment please do not ring the practice to request your repeat prescription.

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.

Why should I support this project? Surely, you're trying to make it more difficult for me to access the medicines I need

The project isn't about making things more difficult for you to access the medication you need. We have a duty to obtain good quality, safe, and cost effective services for the people of Warrington.

We have looked at areas around the country and have seen that when patients order their own prescriptions it is safer and reduces waste.

The project aims to increase safety by helping us address safety concerns where, under the old system, patients began to build up a stock of unused medicines that has to be stored safely and used within the date. The new system will reduce this waste and enable your GP to monitor more closely any medication you take.

Also, as a local guardian on the NHS pound, we are committed to patient safety and ensuring that we spend our limited resources effectively. Unused prescription medicines cost the NHS across the UK over £300 million every year, this is money that we believe could and should be re invested into health care services.

The CCG hasn't changed any GPs clinical decisions to review anyone's medication as a result of these changes. Please be assured, that if your healthcare professional decides you need medication, you will be given a prescription for the necessary medicines.

Are there any exemptions to the change?

Any patients who require a pharmacy managed repeat prescription are exempt and require are still able to order through their pharmacy. Please ask at your GP practice reception if you are unsure if you require pharmacy managed repeat prescription.

Why are we doing this and what are the benefits to the NHS?

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 or 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 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 used medicines to reduce waste and reinvest this for the benefit of the people of Warrington.

What is not changing?

- Ordering of appliances direct from suppliers will not be changing i.e. stoma bags, catheters
- If you already order repeat prescriptions directly from your GP then you need to continue to do this
- If you would like your nominated pharmacy to collect your prescriptions from the practice, then you need to discuss this with your practice and pharmacy
- Pharmacies will still deliver medicines and other items to patient's homes where appropriate

Isn't this change going to make it more difficult for patients to access repeat prescriptions?

No. It designed to make the process of ordering repeat prescriptions safer and more efficient and give your GP a better ability to monitor and control what medicines you do or do not use.

It will also address a safety concern whereby under the old ordering system some patients found that they began to build up a stock of unused medicine, which if used when out of date could have serious health impact.

In fact, if you sign up to GP services online, it makes it even easier to order your repeat prescription and have it sent to your nominated pharmacy for collection.

Follow these steps to access GP online 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. 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

Is NHS Warrington CCG forcing practices to take part in the project?

No, NHS Warrington CCG isn't forcing practices to take part in this project. The CCG hasn't changed any GPs clinical decisions to review anyone's medication because of the project. It is the decision of each individual practice to take part.

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:

- Signing up for online GP services: 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
- 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