

## Patient Notification - Bassetlaw Repeat Medications : What is Changing?

The NHS in Bassetlaw is making some changes to the way that repeat prescriptions are ordered.

If not done previously, beginning **from September 2020** we have recommended to GP Practices that they no longer accept prescription requests from third party organisations, such as a high street or internet pharmacies.

Instead you will need to order repeat prescriptions directly from your GP Practice yourself.

If you already order repeat prescriptions directly from your GP Practice then you will not be affected by this change, and you do not need to take any action.

Please note: This change does not affect how you choose to collect your medication, only how you order it. You will still be able to arrange for a high street or internet pharmacy to collect your repeat prescriptions from your GP practice and deliver medication to your door.

**How can I order my repeat medication?** - This will vary between different GP practices

**GP Online** – You can use GP Online Services to order your medication straight from your computer or smart phone. Please ask at your GP practice for more information about how to do this. NHS Bassetlaw CCG encourages the use of online ordering for those who are able to do it. Once you are registered to do so with your GP practice this is the quickest and safest way of ordering. NHS Bassetlaw only supports the use of either the official NHS App or the GP Practice Clinical System for ordering repeat medicines.

**In person** – You (or a specific nominated representative) can hand in the white, tear off part of your repeat prescription to your surgery, or ask at the reception desk for a repeat prescription request form.

**By post** – You can post the white, tear off part of your repeat prescription to your GP, or put the request clearly in writing with your name and date of birth.

**By Phone** – some practices do allow phone ordering, please check with your individual practice.

We expect our practices to support any patients or their carers who are experiencing difficulty ordering medications.

**Remember:** Always check how many days of medicine you have left before ordering a new prescription. If you don't require a new supply that month, don't order it. This does not mean your GP will stop your repeat, though they may discuss with you whether you still require it at a later date.

We recommend that you order when you have seven days of medicine left. This is because your GP practice needs 2–3 working days to issue a prescription, and then your pharmacist may need 2 working days to order any stock and prepare your medication after receiving your repeat prescription.

### Why is this happening?

**To improve patient safety** - Sometimes when medications are ordered on your behalf you might continue to receive medication that you no longer need. Only ordering medication when you need it, can help prevent the build-up of unused medicine at home, which has to be stored safely and used within date.

**To reduce waste and save money** - It is important that NHS money is used as efficiently as possible. It is estimated that over-ordering, stockpiling and not using medication costs the NHS in excess of £300 million per year.

Wasted medicines need to be disposed of causing environmental issues and it is important we utilise our medicines stocks as wisely as possible.

This change has been agreed between NHS Bassetlaw Clinical Commissioning Group and representatives of Bassetlaw GP practices. It has been endorsed by patient representatives.

**Where can I get more help?** If you have any questions about this change, or if you need any extra support ordering your repeat prescription, please contact your GP practice to discuss this further.

**Idris Griffiths, Chief Operating Officer, Bassetlaw CCG**