FAQs - Repeat Prescription Ordering Review

- Why am I being asked to change the way in which my medicines are ordered?
We are asking patients to manage their repeat prescription orders directly through their GP practice as it will support us in reducing the number of ordered items that are no longer required or in large quantities that aren’t required. Often patients find that they begin to build up a stock of unused medicines, which cannot be returned to pharmacies, recycled or reused even if they are unopened. Self-managing repeat prescriptions will encourage patients to take responsibility for their own healthcare for as long as they are able to. In circumstances where patients are unable to order their own medicines they can choose to hand over responsibility for ordering repeat prescriptions to their local community pharmacy, who can then undertake the ordering on their behalf.

- Do I have to order my prescriptions online?
No, there are a variety of ways in which you can order your prescription. Although online ordering is the fastest and most convenient method for most, you are also able to go to your practice and order in person, via post or via the SystmOne or EMIS Web smartphone app and depending on your GP practice, you may also be able to order over the phone.

- If I order directly from my GP practice, does this mean I will have to collect my prescription from the GP surgery and then take it to a pharmacy myself in order to obtain my medicines?
No, the only aspect that will be changing is how your repeat prescriptions are ordered. Pharmacies that collect prescriptions from GP practices will still do so. Pharmacies that deliver medication to your door will still do so.

- How do I order prescriptions online if I have never done so?
You will need to contact your GP practice in the first instance; they will provide you with details of how to set up online services. Not only will you be able to order your prescriptions online, you will also be able to book GP appointments.
• Am I able to order items online that are not on my repeat medication list, but something I have had issued before through my GP?
There is a free text box when ordering online, to request an item that is not on your repeat list. This does not necessarily mean your GP will be able to issue this item. It will be decided on a case by case basis by your GP.

• A stoma company orders my prescription on my behalf, will this continue?
This can continue as usual. However, if you would like to order your medicines/appliances online, you may do so by contacting your GP practice to register for online prescription ordering and appointments.

• Are care homes and nursing homes allowed to order on behalf of residents?
Yes, this can continue as usual.

• What if I forget to order my repeat prescription and the GP practice is closed?
All GPs practices usually take two working days to generate a prescription, once a repeat request has been made by a patient/pharmacy, this will still apply. However ordering online provides more flexibility enabling patients to order medication outside GP opening hours. If you have run out of your medication and your GP practice is closed, you should contact your usual community pharmacist who may be able to assist you or contact 111.

• Will community pharmacists have enough time to prepare my prescription once it has been issued from the GP practice?
We ask that patients order their repeat prescriptions when they have 7-10 days of medicines left. This will provide enough time for your GP practice to issue your prescription and for your community pharmacy to collect the prescription from your GP practice. It can also be sent electronically to your pharmacy (where applicable) and subsequently they would have your medicines ready for you to collect or be delivered to you.

• How long will I have to discuss these changes with my GP practice?
The changes will need to be implemented from when you order your next repeat prescription but there is an opportunity to discuss any queries you may have with your GP practice or community pharmacy until 18th September 2017, after which you will be unable to order repeat prescriptions by any other means.