

❖ **How do I get more help understanding this change?**

To find out more about Repeat Prescription Ordering Systems (RPOS), please contact your GP practice who will help and advise you.

❖ **I'm worried about someone I know not coping with this change**

Please speak to your GP practice who will help and advise you.

❖ **Want to know more?**

For more information on how this may affect you or those you care for, please visit:

www.nhs.uk/using-the-nhs/nhs-services/gps/gp-online-services

Facebook @MyMedicinesMyHealth

Twitter @NHSmymedicines

❖ **Your experience of NHS services**

We welcome feedback, positive or negative, about your experience of local NHS services as this helps us to improve services for patients.

For full details visit your local CCG website or call:

Durham area patients: 0191 371 3206

Darlington and Teesside area patients: 01642 746909

Email: necsu.rpos@nhs.net

This leaflet can be provided in large print, different formats and languages on request.

Call: 01642 745401 Email: necsu.info-comms@nhs.net

We are making changes to the way you order your repeat prescription



Understanding what this will mean for you

Acknowledgement

This leaflet has been adapted with kind permission from NHS Sunderland CCG, NHS Southport and Formby CCG and NHS South Sefton CCG, based on an original by NHS Luton CCG.

What are repeat prescriptions?

Repeat prescriptions are the regular medicines that you can order without having to see your doctor each time.

What is changing?

Pharmacies will not be able to order medicines on your behalf. You will still receive the medicines you need. You will need to order your repeat prescription directly from your GP practice.

There are a number of ways that you can order your medication:

- » Online from your GP practice - if you are not already registered for patient online, speak to the practice. For further information, please visit: www.nhs.uk/using-the-nhs/nhs-services/gps/gp-online-services
- » Use the white, tear off part of your repeat prescription to the practice, identifying which medicines you require

This is the only change – once you have ordered your prescription from the practice it can still be sent to your usual pharmacy for dispensing.

What is not changing?

If you already order repeat prescriptions directly from your GP practice this change will not affect you.

What do you need to do next?

From September 2019 your GP practice will not accept repeat requests from pharmacies. You will need to order your repeat prescriptions from your GP practice when you have 7 to 10 days of medicines left. Only order the medicines you need.

Remember your GP practice and community pharmacy need this time to prepare and dispense your prescriptions. Don't leave it until the last minute.

If you still want your community pharmacy to collect and deliver your prescription, please ensure you inform your chosen pharmacy.



Why is this happening?

This is much safer as your GP can monitor and discuss with you what medicines you may need and no longer need. This change greatly improves your safety and gives you more control of your medicines.

Under the old system, some patients built up a stock of unused medicines. We can also save money by reducing medicine waste that can be used on healthcare for our population.

To be retained by your pharmacy		To be completed by patient or carer	
Pharmacy Stamp Age: 00 y D.o.B: 00/00/0000 Title, Forename, Surname & Address Patient's name Patient's full address NHS Number: Number of days' treatment N.B. Ensure dose is stated Endorsements Atorvastatin 20mg tablets 28 tablet take one daily Omeprazole 20mg gastro-resistant capsules 28 capsule take one daily Salbutamol 100micrograms/dose inhaler CFC free 200 dose inhale 2 doses as needed 3 items on this prescription Signature of Prescriber Date Current date For dispenser No. of Prescribers on form: 894796 Your doctor's name Sample Medical Centre Sample Road Sampletown 01XXX XXXXXX Sampletown CCG 06P NHS 03550196349 FP10SS0608	Patient's name Sample Medical Centre Sample Road Sampletown D.o.B.: 00/00/0000 Age: 00 y NHS# Current date Page 1 of 1 **PLEASE ALLOW 48 HOURS FOR REPEAT PRESCRIPTIONS** Order your medication online 24 hours a day! Ask at reception for an application form! When we are closed, please now contact the NHS on 111. ****FLU VACCINATIONS ARE NOW AVAILABLE**** ****STOP WASTE PLEASE ONLY ORDER THE ITEMS YOU NEED**** Atorvastatin 20mg tablets 28 tablet, take one daily Last Issued: Tuesday 09 Dec 2014 Next Issue Due: Tue 06 Jan 2015 Issues Remaining: 0 Omeprazole 20mg gastro-resistant Capsules 28 capsule, take one daily Last Issued: Tuesday 09 Dec 2014 Next Issue Due: Tue 06 Jan 2015 Issues Remaining: 0 Salbutamol 100micrograms/dose inhaler CFC free 200 dose, inhale 2 doses as needed Last Issued: Tuesday 09 Dec 2014 Next Issue Due: Fri 19 Dec 2014 Issues Remaining: 0 Your doctor's name Sample Medical Centre Sample Road Sampletown 01XXX XXXXXX PATIENTS – please read the notes overleaf		