



Stockwood
Medical Centre

Hollway Road
Stockwood
Bristol BS14 8PT
t: 01275 833 103
f: 01275 891 637



Changes to repeat prescription ordering

A guide for patients

We are making some changes to the way that repeat prescriptions are ordered.

What is changing?

From **November 1st 2022** you will no longer be able to use a third party such as high street or internet pharmacy to **ORDER** repeat prescriptions on your behalf. Instead, you will need to order repeat prescriptions **directly from Stockwood Medical Centre yourself**.

If you already order repeat prescriptions yourself then you will not be affected and you do not need to take any action (please drop off your repeat slip at the surgery and not the pharmacy).

What is not changing?

You will still be able to arrange for a high street pharmacy to **COLLECT** your repeat prescriptions from your GP practice and **DELIVER** the medication to your home, but you will need to order it from your GP surgery first and tell your nominated pharmacy when it is ready for collection.

If you require urology or stoma appliances such as catheters, drainage bags, sheaths etc you can continue to order from your existing supplier.

If you use a **dosette box**, you will not be affected by this change and you can continue to use your nominated pharmacy to order on your behalf. However, any medication you need that is not normally in your dosette (e.g. inhalers, creams, *'when needed'* medication etc), you will need to order directly from the GP surgery and not your nominated pharmacy.

Why is this happening?

These changes have already been successfully implemented in many other practices in England already. Making this change will:

1. Improve patient safety

Sometimes when medication is 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 medication at home, which has to be stored safely and used before it expires.

2. Reduce waste and save money

It is important that NHS money is used as efficiently as possible. Over-ordering, stock-piling and not using medication costs the NHS in England about £300 million a year. This is money which could be better used to directly benefit the health of our patients!

3. Reduce delays

Reduce any potential for delays receiving your medication as you will be communicating directly with us and not through a third party.

How can I order my repeat medication?

1. Online

There are 2 online apps to choose from:

[NHS app](#) – can also be used to access your Covid pass as well as ordering your repeat medication.

[The patient access app](#) -Ask at reception for more details; you will need to provide photo ID. Once signed up you will be given an access code to use the app.

You can use these apps from your computer or smart phone.
Please visit the [surgery's website](#) for more information on these apps.

2. In person

Complete the white tear-off part of your repeat prescription – **ONLY** tick those items you need. Alternatively, complete a blue request slip available in the surgery. Either can be posted into the prescription box located at the entrance of the surgery.

3. By post

Please provide your full name and address and the name and strength of the medication you need. If you would like the prescription posted to you, please enclose a stamped self-addressed envelope.

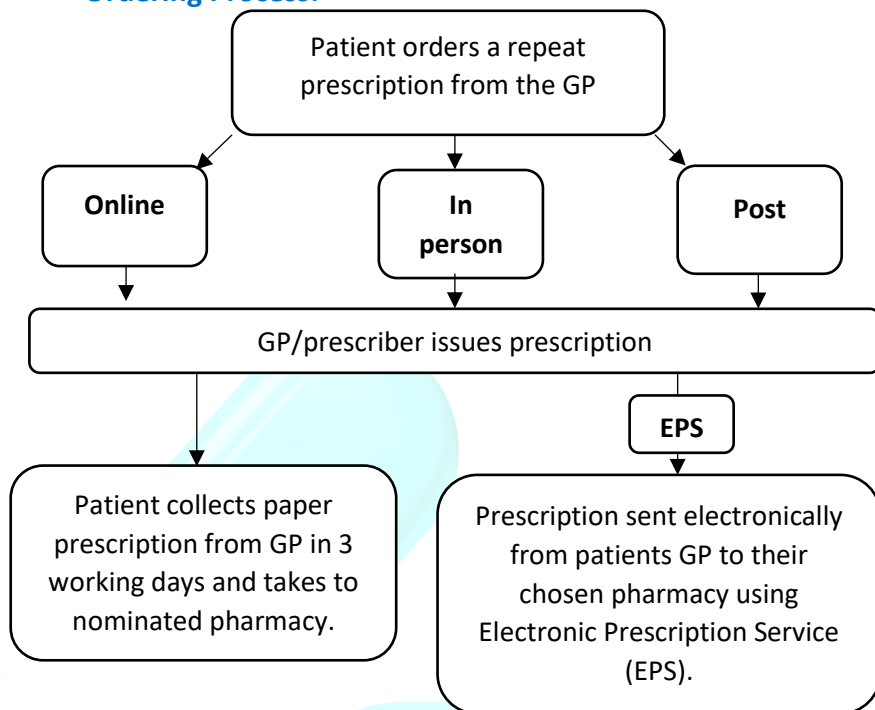
Please note: We do not accept prescription requests over the phone unless you are a *registered* housebound patient.

Always check how many days of medication you have left before ordering more and keep track of what you have left so you don't run out.

We advise that you only order more medication when you have about 7 days worth left. Before requesting your medication, check your cupboards first and **ONLY order what you need.**

Please allow at ***least 5 working days*** before collecting your medication from your pharmacy if sent electronically; this is to allow time for any necessary checks to be done by the prescriber before the prescription is signed off and to allow the pharmacy team to process the prescription, order, dispense and check the medication. Ordering specials may take longer. Paper prescriptions can be collected from the surgery in ***3 working days***.

Ordering Process:



What about patients who might not be able to cope with this change?

We will be identifying patients who are housebound and who do not have support from family / friends to help them with their medication. We will be contacting them to offer additional support in how they can request their medication.

If you have any questions or if you feel you might need extra support ordering your repeat prescription, please discuss with your community pharmacist or contact the surgery.

