

8) What do I do if I need help ordering my prescriptions?

If you feel you might need support ordering your repeat prescription, consider if a relative or carer could help you order your medicines. If this is not an option for you, please contact the reception at your surgery or discuss with your pharmacy.

Support will always be available for those who need it.

9) How can my pharmacy help me with my medicines?

Your pharmacy can help you if you:

- have a stockpile of unwanted medicines at home
- are unsure how to take or use your medicines
- would like to know about possible side-effects of your medicines

Pharmacies can also offer you:

- a medication review - these are called Medication Use Reviews or MURs.
- information about a medicine you have just started. This is called the New Medicines Service or NMS.

Contact us:

NHS Hambleton, Richmondshire and Whitby CCG welcome patient feedback. You can do this using any of the following:

Email: hrwccg.patientrelations@nhs.net

Telephone: 01609 767607 (9am – 5pm, Monday – Friday)

Patient Relations, HRW CCG, Civic Centre, Stone Cross, Northallerton DL6 2UU

www.hambletonrichmondshireandwhitbyccg.nhs.uk

Repeat Prescriptions

Helping you manage your medication



1) What are repeat prescriptions?

Many people have a 'repeat prescription', meaning that they can regularly request certain medication(s) without having to see their doctor each time. Some people order these repeat prescriptions themselves and some use a pharmacy or other dispensers to order the medicines on their behalf. In some cases, the order is left with the dispensary at the time of collecting the previous supply of medication; the dispensary later sends the order to the GP. You may know this as 'managed repeats' or 'Autos'.

2) What are we doing?

For many years the local NHS has stated that pharmacies and other dispensing contractors should not be able to order repeat prescriptions on behalf of patients. As a patient, you (or your carer, nominated family member or friend) should order your repeat prescription from the GP practice directly, close to the time you need your medication (7-10 days before the new medication is needed).

Local GP practices and pharmacies are now ensuring the most appropriate method for ordering repeat prescriptions is consistent across the local area.

3) When is this happening?

Your NHS clinical commissioning group (CCG), known as the 'PCT' at the time, confirmed this position in 2013. Your GP practice and community pharmacy will be able to tell you when managed repeats will not be available from them in your area and give you time to prepare.

4) Who is not affected?

If you, a relative or carer, already order your repeat prescriptions directly from your GP practice, close to the time you require more medication (7 – 10 days) you should continue to do this as normal.

Pharmacies that deliver medications and other items to you can still do so.

5) Why is this happening?

It is not something new but your local NHS really wants to ensure you have control over your medication. Currently, many patients report that they have built up a large stock of unused medicines. These medications cannot always be stored safely or used within their expiry date.

It also helps address safety concerns including examples of medication that a GP or consultant has stopped still being requested, issued and supplied to patients when orders are placed too far in advance.

Your GP will have a clearer picture of the medicines you use, which will help in discussions during your medication review.

It is important that NHS money is used as efficiently as possible. Medicines waste in the Hambleton, Richmondshire and Whitby area costs the NHS around £1 million every year (based on national data).

Reducing medicines waste will allow the savings to fund other services to improve the health of the people locally. You can learn more about medicines waste by visiting our Help Save NHS Resources campaign website page:

www.hambletonrichmondshireandwhitbyccg.nhs.uk/campaigns

6) Ways to order repeat prescriptions

If you need to request a repeat prescription you can do this by one of the following ways:

- by ordering online (ask your GP practice for more information)
- via the repeat prescription box at your GP practice or pharmacy
- by posting the repeat prescription to your GP practice
- a service available for those who are unable to use other ordering methods and require support from practice or pharmacy staff.

For most patients, the easiest way to order your repeat prescription is online. Ask the receptionists at your surgery how to do this.

It has been identified that ordering online is a safe and efficient way to order repeat prescriptions for both patients and practices. To order online you will need to register, which may need you to show identification and proof of address. Speak to your GP practice to find out more.

7) When to order your medicines

Please do not order your next supply of medicines as soon as you have picked up your last supply. Instead, please wait until you only have 7-10 days' supply of one of your medicines left.

Each time before you order, please check your medication stocks at home and only order the medicines you really need. If you only use some medicines occasionally, such as some inhalers, just order them when you need them.

Also, try to get in the habit of ordering all your regular medicines at the same time, rather than ordering them separately. For example, try to avoid ordering one or two items each week.

Please allow 7 days from submitting your request to collecting your dispensed medications. This allows sufficient time for your request to be processed by both the practice and the pharmacy.