

# Changes to the way your local pharmacy orders repeat prescriptions



**From  
Summer  
2017**

## Understanding what this could mean for you

*To request this information in a different format or language please call 0151 651 0011 or visit [www.wirralccg.nhs.net](http://www.wirralccg.nhs.net)*

## What are repeat prescriptions?

A **repeat prescription** allows you to get your regular medication without having to see your doctor each time.

## What is changing?

The way repeat prescriptions are ordered is changing.

- Your GP practice will no longer accept repeat prescription requests from your local pharmacy.
- You (or your carer, nominated family member/friend) will have to order your repeat prescription from your GP practice.

## How do I order my repeat prescription from my GP practice?

Your repeat prescription will need to be ordered from your GP practice using one of the following options:

- **Drop off or post the order slip into your GP practice**

The order slip is the white, tear off part of your repeat prescription (see image on page 3).

If you don't have your order slip please put your request in writing. Please write your full name, date of birth and list the medications you require (including name of the medication and strength).

- **Online\***

Ordering online is easier than you think. Your GP practice can help you set this up.

- **Mobile App\***

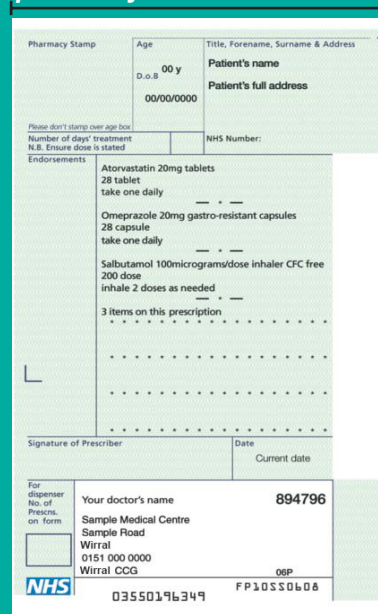
Free mobile apps (such as patient access) are available to download on your smartphone. Once downloaded you can order your repeat prescriptions from the mobile app.



**Please note, unfortunately, practices are unable to take prescription requests over the telephone.**

*\*Online/Mobile App is not yet available at all Wirral GP practices. If your GP practice does offer one or both of these services then you may need to present identification to your GP practice in order to set this up. Please contact your GP practice for more information.*

## To be retained by your pharmacy



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 100microgram/dose inhaler CFC free  
200 dose  
inhale 2 doses as needed

3 items on this prescription

Signature of Prescriber

Date

Current date

Your doctor's name: 894796

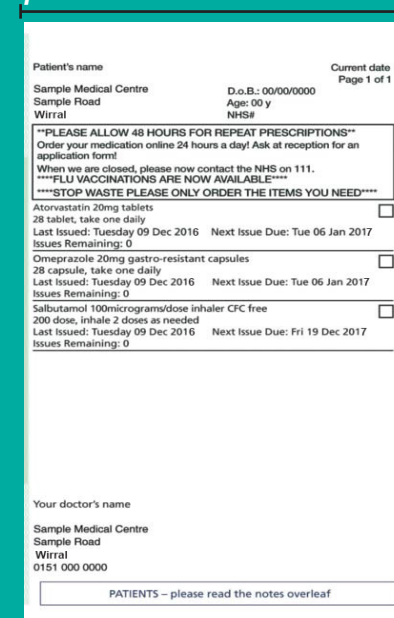
Sample Medical Centre  
Sample Road  
Wirral  
0151 000 0000  
Wirral CCG

NHS

03550196349

FP10SS0606

## Order slip: To be completed by the patient or carer



Patient's name

Sample Medical Centre  
Sample Road  
Wirral

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 2016  
Next Issue Due: Tue 06 Jan 2017  
Issues Remaining: 0

Omeprazole 20mg gastro-resistant capsules  
28 capsule, take one daily  
Last issued: Tuesday 09 Dec 2016  
Next Issue Due: Tue 06 Jan 2017  
Issues Remaining: 0

Salbutamol 100microgram/dose inhaler CFC free  
200 dose, inhale 2 doses as needed  
Last issued: Tuesday 09 Dec 2016  
Next Issue Due: Fri 19 Dec 2017  
Issues Remaining: 0

Your doctor's name

Sample Medical Centre  
Sample Road  
Wirral  
0151 000 0000

PATIENTS – please read the notes overleaf

Image 1 - Prescription and repeat order slip

## Before you order your repeat prescriptions from your GP practice:

- Check how many days of medication you have left before ordering your medication.
- You will need to order your repeat prescription from your GP practice when you have 7-10 days of your medication left.
- It usually takes your GP practice 2-3 working days to issue a repeat prescription.
- **Remember to only order the items you need.**

## What is not changing?

- If you already order repeat prescriptions directly from your GP practice this change will not affect you.
- Pharmacies that collect prescriptions from GP practices can continue to do so.
- Pharmacies can still receive prescriptions electronically.
- Pharmacies that deliver medications and other items to you can still do so.



## Why is this change happening?

- Ordering your repeat prescription directly from your GP practice means that your GP can better monitor your medications.
- Under the old system, some patients reported that they began to build up a large stock of unused medication. A lot of this medication could not be stored safely or be used within 'use by' date which is a safety concern.
- Unused medicines or 'medicines waste' is estimated to cost the NHS Wirral approximately £2.1 million every year. This money can be used to fund other health care services in Wirral.



## How do I get more help understanding this change?

If you feel you might need support ordering your repeat prescription or you know someone who might need help, please contact the **Patient Advice and Liaison Service (PALS)** on:

- 0800 054 2137 (freephone) or 0151 363 3948
- or email [wirralpals@wired.me.uk](mailto:wirralpals@wired.me.uk)
- or post to:

PALS Wirral Information Resource for Equality and Diversity Ltd (WIRED)  
Unit 7, Wirral Business Park, Arrowe Brook Road, Upton, Wirral, CH49 1SX

The PALS service is **open Monday-Friday 9am-5pm**.



## I am worried about being able to cope with this change.

If you are worried about the impact of this change on yourself or someone else please contact your GP practice.

***Important: Please do not stop taking any medication unless instructed to do so by your GP.***