

Changes to Ordering Repeat Prescriptions - Pilot FAQ (September 2017)

What are repeat prescriptions?

A repeat prescription allows you to get your regular medication without having to see your doctor each time. Some people currently order their repeat prescriptions themselves from their GP practice, whilst others choose to use a pharmacy to order their repeat medications on their behalf.

What is not changing?

If you already order repeat prescriptions from your GP practice yourself you will not be affected and do not need to take any action. Pharmacies that collect prescriptions from GP surgeries and deliver medications and other items to your door can continue to do this but you must remember to tell your pharmacist when your prescription is ready for collection.

What do I need to do?

From 20th September you will only be able to order your repeat prescription yourself. There are several different ways you can do this:

In person - You can order your repeat medications using the tear off slip on the right hand side of your prescription which can be handed in to your GP practice reception.

Online - You may find that the easiest way to order is via the Patient Access website at: patient.emisaccess.co.uk or using the smartphone app: patient.info/accessapp. If you would like to start using GP Online Services, please speak to the receptionist at your GP practice who can give you more information about how to do this. You can also request proxy access on behalf of a patient if you are their carer, parent or legal guardian.

When should I order my medication?

However you choose to order your repeat prescriptions, we ask that you only order medicine when you need it.

Please check how many days medicine you have left before ordering a new prescription. We recommend that you should do this when you have 7 days of medicines left.

Your GP practice needs 2–3 working days to issue a prescription and your community pharmacist will need 2 working days to receive your prescription, order any stock and dispense your medication, so don't leave it until the last minute. You will also need to allow additional days for any bank holidays.

How do I get more information and support?

If you feel you might need extra support ordering your repeat prescription, you have further questions or would like more help or advice understanding this change, please call our helpline number: 0151 296 7696 rather than directly contacting your GP practice or pharmacy.

Any patients who are unable to order their own medication, or anyone who is concerned on behalf of a relative or friend, can also contact this helpline number for support.

How can I share my views regarding the pilot and/or my experiences?

From 20th September 2017 an online survey will be available on this website. You, your carer or a family member, can use the survey to share details of your experiences throughout the pilot.

Hard copies of the survey can also be obtained from your GP practice or by contacting the helpline number on: 0151 296 7696 or at your local pharmacy.