Changes to repeat prescription ordering
A guide for patients
The NHS in Liverpool is making some changes to the way that repeat prescriptions are ordered.

From summer 2018 you will no longer be able to use a third party such as a high street or internet pharmacy to order repeat prescriptions on your behalf.

Instead you will need to order repeat prescriptions directly from your GP yourself.

You may find signing up for GP Online Services the easiest way to do this. (Please see page seven for more information).

If you already order repeat prescriptions yourself then you will not be affected, and you do not need to take any action.

You will still be able to arrange for a high street or internet pharmacy to collect your repeat prescriptions from your GP practice and deliver medication to your door. However, you will need to order it from your GP yourself first, and tell your pharmacist when it is ready for collection.

If you require urology appliances such as catheters, incontinence sheaths and drainage bags, you can order these products directly from Liverpool Urology Appliances Management Service (LUAMS) at www.luams.org

If you are currently supported to take medication using a monitored dosage system (blister pack) or your receive stoma appliances, you will not be affected and can continue to use a pharmacist to order on your behalf.
How can I order my repeat medication?

- **GP Online** – You can use GP Online Services to order your medication straight from your computer or smartphone. (Please see page seven for more information).

- **In person** – You can hand in the white, tear off part of your repeat prescription to your surgery, or fill in a request slip at the practice reception desk.

- **By post** – You can post the white, tear off part of your repeat prescription to your GP, or put the request clearly in writing with your name and date of birth.

Always check how many days of medicine you have left before ordering a new prescription.

We recommend that you order when you have seven days of medicine left.

**Don’t forget:**

Your GP practice needs 2–3 working days to issue a prescription and your pharmacist will need 2 working days to process your prescription, order any stock and prepare your medication.

Ordering process

Patient orders a repeat prescription from GP

- **GP Online**
- **In person**
- **Post**

GP issues prescription (allow 2-3 working days)

- **EPS**

Patient collects paper prescription from GP and takes it to pharmacy of their choice

Prescription sent electronically from patient’s GP to their chosen pharmacy using Electronic Prescription Service (EPS)
Why is this happening?
These changes have already been successfully trialled in nine GP practices in Liverpool.

Making this change across the rest of the city will:

**Improve patient safety**
Sometimes when medications are 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 medicine at home, which has to be stored safely and used within date.

**Reduce waste & save money**
It is important that NHS money is used as efficiently as possible. It is estimated that over-ordering, stockpiling and not using medication, costs the local NHS around £2.5 million per year.

This is money that could be better used to benefit the health of more people in Liverpool.

GP Online Services

GP Online Services are free, convenient and available to everyone who is registered with a GP.

GP Online Services allow patients to book or cancel appointments, order repeat prescriptions and view medical records online. You can also request access on behalf of a patient if you are their carer, parent or legal guardian.

This is not the same as using an internet pharmacy.

For more information on GP Online Services, please visit: www.nhs.uk/GPonlineservices

If you want to start using GP Online Services:

- Ask your GP practice receptionist for a registration form
- You’ll need to confirm your identity, so take photo identification (passport or driving licence) and proof of address (eg bank statement or utility bill)
- Once signed up you will be given your unique username & password, along with details of websites and apps you can use to access online services and instruction on how to log in

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This money could pay for 408 extra hip replacements, 378 extra knee replacements, 165 extra drug treatment courses for breast cancer, or 19,250 extra outpatient appointments.
What about patients who might not be able to cope with this change?

Practices and pharmacists are working together to identify these patients, and will be contacting them directly to offer extra support.

Where can I get more help?
If you feel you might need extra support ordering your repeat prescription, or you have more questions, please contact your GP practice or pharmacy.