

# Changes to repeat prescriptions from your GP practice



*Understanding what this could mean for you*



## What are repeat prescriptions?

A repeat prescription allows you to get your regular tablets and medicines without having to see your doctor each time.



## What is changing?

From 1 November 2016 the Bradford clinical commissioning groups (CCGs) have asked GPs to start implementing a new scheme which means that pharmacies will no longer be able to order medicines on your behalf. You will need to order your repeat prescription directly from your GP.

There are different ways to order:

- *online on your computer or by downloading the SystmOnline app on your mobile phone or tablet device*
- *handing in the white, tear-off part of your repeat prescription to your surgery*
- *letter to your surgery*



## What is not changing?

If you already order repeat prescriptions directly from your GP surgery this change will not affect you.

Pharmacies that collect prescriptions from GP surgeries and pharmacies that deliver medicines and other items to your door will continue to do so.

To be retained for

Keep this for your



When is this

Will be in force from 1st Nov

20

by your pharmacy

s tear-off section ready  
ur next repeat order

Current date  
Page 1 of 1

D.O.B.: 05/06/2000  
Age: 35 y  
Male

Repeat prescriptions are available for 24 hours a day/ Ask at reception for an...

Please contact the NHS on 111...

I have now contacted the NHS on 111...  
I have now ordered the items you need...

2014 Next Issue Due: Tue 06 Jan 2015

2014 Next Issue Due: Tue 06 Jan 2015

2014 Next Issue Due: Fri 19 Dec 2014

Please read the notes overleaf

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## What do I need to do?

As your GP practice will start phasing in a new system from **1st November 2016**, which means that soon they will not accept repeat prescriptions from pharmacies or dispensing companies, you will need to order your repeat prescriptions from your GP practice when you have 7 to 10 days of medicines left.

**Remember** your surgery needs 2–3 working days to issue a prescription, and then the pharmacy needs 2 days to obtain your medicines, so don't leave it until the last minute.



## Why is this happening?

Under the old system, some patients built up a stock of unused medicines. This new system is much safer as your GP can monitor and discuss with you what medicines you may need and no longer need. So, this change greatly improves your safety and gives you more control of your medicines.

We can also save money by reducing medicine waste that can be used on healthcare for more Bradford residents.



## How do I get help understanding what this means for my medicines or treatment?

There is no change to treatments, but if you do have questions about the medicines you are taking, please speak to your GP practice.



## Queries or concerns?

Any concerns or complaints should be raised with the Bradford CCGs' patient support line. Information about the patient support line can be found on the CCGs' websites, you can also call 01274 237562 or email [BradfordCCGspatientsupport@bradford.nhs.uk](mailto:BradfordCCGspatientsupport@bradford.nhs.uk)



## Order your prescriptions online

You can order your repeat prescriptions online through the SystmOnline website or app using your mobile phone, tablet device or computer. The easy to use online service is available 24/7 and also allows you to book appointments and update your details. If you care for someone that you request prescriptions for, you can also be granted access on their behalf. A link to SystmOnline can be found on your GP's website.

Ask your GP practice to set you up with a logon.

Help and information on using online services is available at: [www.nhs.uk/GPonlineservices](http://www.nhs.uk/GPonlineservices).

Acknowledgement: This leaflet has been adapted with kind permission from Wakefield CCG