



Buckinghamshire
Clinical Commissioning Group

Second Floor
The Gateway
Gatehouse Rd
Aylesbury HP19 8FF

Tel: 01296 587220

Email: buckscgs@nhs.net

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Dear Patient

Re: Changes to Ordering of Repeat Prescriptions

NHS Buckinghamshire Clinical Commissioning Group is responsible for buying healthcare services across the county and is naturally keen to ensure we all get the best value for money. With current financial pressures on the NHS, it's important that we look to areas where we can reduce waste and we held a stakeholder workshop locally to explore how we could do this.

One of the recommended steps was to limit the automatic ordering of repeat medications by pharmacists and medical equipment suppliers, so that patients order their own medications themselves. We believe that patients and their carers are best placed to know exactly what and when repeat medication is needed.

What this means

This means that from **1 August 2018**, we are asking you to order repeat medications and equipment (e.g. catheter and stoma bags and accessories) from your GP practice directly, rather than from your pharmacy, or medical equipment supplier. Please note this affects the ordering part of the process only, patients can continue to have their medication delivered to their home by their pharmacy where these arrangements exist.

How to order your repeat medication:

- **Go online** – Order your request online either through Patient Access or Evergreen. If not already registered, you will need to provide two forms of identification (passport or driving licence and proof of address e.g. bill or bank statement) to your GP practice. Your GP will email or post your login details to you.
- **At your GP practice** - drop in your completed repeat prescription request slip (right hand side of prescription) to your practice. (Many practices have "prescription request post boxes" or trays where you can leave your request).

We know that some people will continue to need pharmacy support with repeat medication ordering, so exceptions to the change are listed overleaf.

Exceptions:

- Patients who are housebound who cannot order on line, or do not have a carer or representative that can order on their behalf
- Patients using a Monitored Dosage System
- Patients who have a learning disability who do not have a carer or representative who can order on their behalf
- Patients who have dementia who do not have a carer or representative who can order on their behalf

GPs, practice staff and community pharmacists, will make a note on the patient record that the community pharmacist is continuing to order medication for these patients.

What you need to do:

For your next repeat prescription please order your medicines using one of the methods outlined on page 1 of this letter (How to order your repeat medication).

Please make sure you get the repeat prescription request slip from your pharmacy each time your medicines are dispensed. The repeat prescription request slip is the right hand, tear-off part of your prescription.

Try to re-order your prescriptions when there is around 10 days' supply of medicines remaining. This will give enough time for the GP to process and issue the prescription.

Please only order the amount of medication you need. When you collect your medication please check the order before you leave the pharmacy. Any medicines returned after you have left the pharmacy cannot be reused or recycled.

If you, a member of your family, or someone you care for needs help ordering their medications, please speak to either your local pharmacist or GP practice who will be able to offer you support.

We would like to take this opportunity to thank you for your support with this initiative which we believe will benefit the whole community.

Further information is available at www.buckinghamshireccg.nhs.uk or you can contact the Patient Advice and Liaison Service on 0800 328 5640 or scwcsu.palscomplaints@nhs.net

Yours faithfully

NHS Buckinghamshire Clinical Commissioning Group Medicines Management Team