

Who to contact if you need more guidance...

If you have any queries regarding the information in this leaflet please talk to your pharmacy or GP practice.

We welcome your feedback on the repeat prescription process. Where possible, we will use your feedback to make improvements. Please contact the Patient Advice and Liaison Service (PALS):

- Phone: **01206 918730** (normal hours 8:30am – 4:30pm, Monday to Friday). A confidential answer phone system operates at busy times and out of hours. We will endeavour to return your call as soon as possible
- Emailing: pals.nee@nhs.net
- Visit in person: please contact PALS on the above phone number to make an appointment



Information available in alternative formats

Did you know that, upon request, we can provide any of our information in a wide range of formats including:

- large print/different coloured paper or text
- braille
- recorded onto a tape
- alternative language

To find out more, simply contact us by emailing NEECCG.enquiries@nhs.net or by calling us on **01206 918700**.

North East Essex Clinical Commissioning Group

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REPEAT prescriptions

in North East Essex



IMPORTANT INFORMATION

Understanding the changes that could affect YOU from the 1st August 2016.

Pharmacies will no longer be able to order your prescription on your behalf.

What is changing?

As from the 1st August 2016 GP practices will no longer accept prescription requests from pharmacies or appliance contractors.

If you currently order your repeat prescriptions by:

- Dropping your request into the pharmacy or...
- A pharmacy or appliance contractor orders on your behalf...

...You will have to order your prescription directly from your GP.

Your pharmacy is fully aware of these changes.

Why is this happening?

Many of you have told us you were concerned about the amount of medicines being wasted and as a result we will be changing the way some patients order their repeat prescriptions.

- We would like YOU to be in charge of ordering your medicines
- It will improve patient safety
- It will give your GP a clearer picture of what you are ordering and how often
- It will reduce wasted medicines
- This change will help our local NHS use money more efficiently for the benefit of the residents of North East Essex



What you need to do now...

You will need to request your repeat prescription from your GP practice in one of the following ways:

- Online — see your GP practice website for further details
- Dropping a request into the practice
- By post
- Phone (not all practices offer this service)

Remember...

- Only order the medication you are taking
- Only order what you need
- Reorder when 7 days supply left (it takes 2 –3 working days for prescriptions to be issued and 2 days for the pharmacy to dispense it)
- Mark your calendar when to reorder next supply
- Set alarm on your mobile device to remind you when to order
- Allow extra ordering time for bank holidays and weekends
- Check with your practice how to order repeat prescriptions