**Important changes to repeat prescription ordering**

We are working with NHS Warrington Clinical Commissioning group as part of a pilot project of seven GP practices in the area to monitor and control medicines more closely, reduce wastage and use our limited resources as efficiently as possible.

Our NHS needs everyone to work together to make sure only medicines that are needed are requested. We have looked at areas around the country and have seen that when patients order their own prescriptions this is safer and reduces waste.

Over-ordering, stockpiling and unused medicines cost the NHS hundreds of millions of pounds every year. This is money that we believe can, and should, go to provide vital health services.

As part of this, the way repeat prescriptions are ordered is changing.

Following the lead of other CCG colleagues in our footprint area, a staged pilot programme will commence involving seven GP practices. These are Padgate, Culcheth Health Centre , Appleton, Chapelford, Holes Lane, Greenbank and Westbrook surgeries. **The pilot will be introduced in phases, with Padgate being the first to go live from 1st March with the other practices following.**

This will mean that pharmacies that dispense for the pilot sites will not be able to reorder repeat prescriptions for patients and patients will be required to order them directly from their GP practice from their go live date. Patients are advised to speak to their pharmacy about collection and delivery options.

Vulnerable patients, such as the elderly, or those with learning difficulties/disabilities or additional medical needs will be asked to contact us for further support.

**Frequently asked questions**

If you already order from us directly, this project will not affect you.

We are asking you to order your medicine directly from us at the practice from 4th October 2017 rather than allowing your repeat prescriptions to be ordered on your behalf by your local pharmacy. If you already order in this way, you will not be affected by the change.

**Please do not stop taking any medicine unless your GP has told you it is safe to do so.** These changes do not mean that if you need a repeat prescription, for example for COPD, diabetes, anxiety and depression you will not receive it.

**What do I need to do?**

From 4th October 2017 we will only accept repeat prescription requests from you, your carer, or a family member/friend and **NOT** from your local pharmacy.

Your prescription will need to be ordered using one of the following options:

1. Ordering online - it is easier than you think and we at the practice will help you to set this up, meaning you can order 24/7. For further details on how to access online ordering please speak to your practice
2. Drop off or post to us the tick slip – this is the right-hand side of your prescription, selecting only the items you need. If you don’t have your slip please put your request in writing listing the medications you require.

**Unfortunately we are unable to take prescription requests over the phone. To avoid disappointment please do not ring the practice to request your repeat prescription**.

Remember to allow enough time when ordering your repeat prescription for those items that you need. You should order when you have seven to 10 days of medicines left so that your prescription is ready to collect at the practice or at your nominated Pharmacy. Please note it takes 48 hours to turn a prescription around in the GP surgery from ordering to it being ready to be collected.

**Who to contact if you need more support?**

If you feel you or someone you know may need support ordering your repeat prescription or you are a carer for someone who might need help, please contact your GP practice.