

Holmes Chapel Health Centre changes to current Community Pharmacy Repeat Prescription Ordering Service and changes explained:

We believe that you as patients are the best people to know:

1. Exactly what you need to order each month.
2. What you have at home, and can check before you order.
3. If you had any medication changes.
4. How often you need your "when required" medication.

This:

- Gives back control to patients to have more input in their medication requests.
- Will increase patient safety as patients know which medication they should be taking and need each month.
- Less chance of any discontinued medications being asked for/issued
- To reduce the amount of medication wasted, and so save monies.

What this means for you

From the 28th February, the Holmes Chapel Practice will only accept repeat requests from you or your carer. From this date onwards, you will need to order your prescription using one of the following options:

- Talk with the Practice about ordering online - it is easier than you think and the practice will help you to set this up
- Ask us for the right-hand side of your repeat prescription so that you can use it to tick the items you need and drop it off at the surgery
- Post your request to the Surgery
- E Mail your request via: hchcscripts@nhs.net

Please take this opportunity to remember our Need It, Order It, Use It campaign to reduce medicines waste. The campaign reminds all patients to only order what they need. This is a good opportunity for everyone to check their cupboards and to either use their in-date medicines before ordering more or take medicines that are out of date or no longer required to your Pharmacy for safe disposal.

Please remember to allow enough time when ordering your repeat prescription for those items that you need. You should order when you have 7 to 10 days of medicines left because on average it takes 2-3 days for the prescription to be issued and another 2-3 days for it to be dispensed.

What will the practice do?

We will work with you to try and make it as convenient as possible to order your prescription using the method that suits you best.

- We can help you to set up on-line ordering

What is not changing?

Remember that while the way you order prescriptions may be changing, the options you have for collecting your prescription are not affected.

- If you already order repeat prescriptions directly from your GP yourself please continue to do this.
- Pharmacies will still collect prescriptions from GP surgeries
- Pharmacies will still deliver medicines and other items to your home where appropriate.

Who to contact if you need more support

If you feel you might need support ordering your repeat prescription or you are a carer for someone who might need help, please contact the Practice.

- By Phone on: 01477 533100
- By Email to: hchcscripts@nhs.net
- In writing to: Holmes Chapel Health Centre, London Road, Holmes Chapel CW4 7BB.

Yours sincerely,

Paul Carroll
Practice Manager