



GPS Healthcare
General Practice Solihull



Dear Patient

Important changes to the way “repeat prescriptions” are ordered

You have been sent this letter because, according to our records, you have at least one medication that is a “repeat prescription” - a medication that you can receive regularly without having to see your doctor every time you order it. Depending on how you request your medicines, the way that it works for you may be about to change.

What is changing?

If medication is ordered on your behalf by your pharmacy, you will now need to order it yourself directly from your GP surgery and your GP will manage the repeat prescription.

What do I need to do?

From Friday 1st of September 2017 your surgery will only accept repeat prescription requests from you or your carer. You can request your repeat prescription from the surgery in the following ways:

- At the surgery, using your prescription order form (the list of medication attached to the right hand side of your prescription)
- By post, using the right hand side of your prescription
- **On line** (please speak to your practice about how to set this up), **this is our preferred option as it reduces the chance of prescription errors.**
- Telephone for exceptional circumstances
- Via fax – Jacey Practice 0121 733 6892
- Via fax - Dickens Heath 0121 744 0060

Medication should only be ordered when it is needed. Check how much medication you have left and only order a new prescription when you have between 5-7 days' of medication remaining. You will need to allow 2 working days for the prescription to be issued. You can let the practice know if there is a reason why you need to order your medication earlier than usual, for example, you will be away when your prescription runs out.

When is this happening?

The changes will take place from Friday 1st of September 2017.

What is not changing?

If you already order repeat prescriptions directly from your GP surgery, you will not be affected.

Pharmacies that collect paper prescriptions from GP surgeries will still do so.

If you have chosen a pharmacy to receive your prescription electronically, they will still do so.

Pharmacies that deliver medications and other items to you will still do so.

Why is this happening?

Most patients are able to take responsibility for ordering their own repeat prescriptions. This is safer, and evidence from other areas in the country shows that it may reduce medicines waste.

Repeat Prescription Ordering Slip - IMPORTANT

Please make sure that when collecting your medication from your community pharmacist that you ask them for the repeat ordering slip – you can use this to order your next month's prescription from your practice. You **MUST** remember to ask as the pharmacy will not routinely give this to you.

Are other practices making this change?

Many practices in other of areas of the country have made this change already. All practices in Solihull are working together to make this change.

How do I find out more?

Speak to reception or pick up a leaflet at the surgery.

Who to contact if you need more support?

If you feel you might need support ordering your repeat prescription or you know someone who might need help, please contact the surgery

[Dr J Lawley](#)

[General Practitioner](#)
