**FAQs for patients What is changing?**

You (or a person nominated on your behalf) will have to order repeat prescriptions directly from your GP Practice. You will no longer be able to order repeat prescriptions through your pharmacy, an online pharmacy or other dispensing contractor.

**Why can’t the pharmacy hand in my repeat request slip on my behalf?**

We believe that you, the patient (or an appointed friend, carer or relative), are best placed to order your repeat medicines.

**What is the rationale behind this change?**

* The advantages of this change include:
* Reducing medicines waste – By checking your medicines cupboards at home, you can help reduce medicines waste by only ordering what you need, and additional medicine does not get ordered for you accidentally.
* Saves GP time – especially if patients use electronic repeat dispensing (eRDs)
* Saves your time if medicines are ordered electronically using NHS app, online through your GP practice login or if you are on stable medication via electronic repeat dispensing.
* Dealing directly with your GP practice – communicating directly with your GP practice will save time and prevent communication issues when another party is involved. Is this to save money? No. This change is to re-invest the current medicines wastage spend back into the NHS where it is most needed.

**When do I order my repeat prescription?**

Order your repeat prescription 7 days before you are due to run out and not earlier. If you are on electronic repeat dispensing, your pharmacy will inform you when you collect the last batch of your medicines. You will then need to contact your practice as your doctor might want to see you for a medication review before giving permission to issue your prescription.

**How do I order my repeat prescription?**

* Online (the easiest and safest way) for example, via the NHS app or patient access. Once signed up to one of these, you can order your medicines from any PC/laptop, smartphone or tablet.
* Hand in your repeat slip at the surgery
* Post your repeat slip to the surgery.

A friend, relative or carer can assist you with any of the above means of ordering your repeat prescription.

**What if I need help setting up online ordering using the NHS app?**

Contact your GP practice or local pharmacy for advice and support.

**What if I don’t have access to the internet?**

You can either send us your request via post or hand it in at the surgery. If this is not possible, please contact the practice to discuss alternative method.

**Can a relative drop my repeat prescription request to the practice?**

Yes. A friend, carer or relative can drop the request to the surgery on your behalf.

**I already request my repeat prescription online with the surgery. Do I have to re-register?**

No. Please continue to order your medicines online as you have been doing.

**Does this change apply to everyone in my household?**

It applies to anyone that relies on their local pharmacy or an online pharmacy to manage and order their medicines. If you do not take repeat medicines and you only receive prescriptions on the odd occasion, this change does not apply to you.

**What if I am a housebound, vulnerable or on blister packs/dosette boxes**?

This change does not affect you and your pharmacy can continue to order medication on your behalf.