

## Changes to the Repeat Prescriptions Ordered via a Pharmacy (Wednesday 12<sup>th</sup> February 2025)

From Wednesday 12<sup>th</sup> February 2025 we are asking you to order your medicine directly from the practice, rather than allowing your repeat prescriptions to be ordered on your behalf by your pharmacy. We will no longer be accepting prescription requests from pharmacies for the majority of our patients from this date. If you request your prescription directly from the surgery, nothing will change. The dispensing and delivery arrangements will also be unaffected.

Repeat medication requests can be ordered by patients, a nominated family member or by a carer. From Wednesday 12<sup>th</sup> February 2025 onwards, your prescription will need to be ordered using one of the following options:

- Online ordering via the NHS App *or website*. If you do not already have this set up, please visit [www.nhs.uk/nhs-app/](http://www.nhs.uk/nhs-app/) to download the NHS App and create your NHS account. This is the quickest and most efficient way to order your prescription.  
If you don't want to download an app to your phone, or would rather use a PC, you can set up an NHS account and log in via the website: [www.nhs.uk/nhs-app/account/](http://www.nhs.uk/nhs-app/account/). You can order repeat prescriptions online in just the same way.  
Carers can request proxy access on the NHS App that will allow them to order repeat medications on behalf of the person that they provide care for.
- Email your prescription request to [mhcc.kingswaymedicalpractice@nhs.net](mailto:mhcc.kingswaymedicalpractice@nhs.net) clearly stating the patient's name, date of birth and the medications and doses required.
- Use a request slip (the right hand-side of your repeat prescription) to order the items that you need and drop this off or post it to the practice. (You can ask the practice or your pharmacy for this request slip).

### Why is this happening?

Many patients and healthcare professionals have told us that they are concerned about the amount of medicines being wasted. We have looked at areas around the country and have seen that when patients order their own prescriptions, this is safer for patients, reduces waste and empowers patients to take control of their own medicine ordering. Over-ordering medicines costs the NHS hundreds of millions of pounds every year and we believe this money should be used to provide vital health services. Our NHS needs everyone to work together to make sure only medicines that are needed are requested. In addition, the current system can lead to errors and is also very time consuming for pharmacies and the practice.

In very exceptional circumstances, the current method of ordering may continue. If you believe this is the case for yourself, please contact the *Practice on 0161 804 9899 or via email to [mhcc.kingswaymedicalpractice@nhs.net](mailto:mhcc.kingswaymedicalpractice@nhs.net), prior to your next prescription request, to advise us of the need for assisted prescription ordering.*

### Things to consider when ordering medication.

- Please remember to allow enough time when ordering your repeat prescription for those items that you need. We usually advise ordering your medication 7 days in advance as it usually takes 3-4 working days for repeat prescriptions to be issued, and another 3-4 working days for it to be dispensed by your pharmacy.
- It is important to order the medication that you take routinely on a regular basis. Should you need to order earlier than usual, *when requesting your medication please inform the practice of the reason.*

- If you have been advised to take certain medication only when required e.g. pain relief, please only order this medication if a further supply is required.
- *If your medications are misaligned, please complete a medicine synchronisation form when submitting your request* [Prescription synchronisation – Kingsway Medical Practice](#)

**What will happen once the medication has been ordered and then issued?**

This part of the process has not changed and you should continue to receive medication in the same way as you have done in the past. Your prescription will be sent to your nominated pharmacy. The NHS app allows you to track the request and see when it is approved as well as changing where the prescription is sent. If you do not have a nominated pharmacy, the app will generate your prescription barcode that you can take to any pharmacy of your choice to receive your medication.

For more details, see Request or view prescriptions – NHS App help and support – NHS ([www.nhs.uk](http://www.nhs.uk))

If you would like to order your repeat prescriptions online but you're struggling to set up the NHS App, please contact the GP for support.