

13th February 2017

Dear Patient,

RE: Changes to Ordering of Repeat Prescriptions

As national and local NHS budgets are tightened, we must ensure that we spend our money wisely. East Leicestershire and Rutland Clinical Commissioning Group (ELR CCG) is responsible for commissioning healthcare services in your area. The CCG has identified that significant savings can be achieved in reducing medicines waste. It is estimated that £1.8 million worth of medicines were wasted last year within East Leicestershire and Rutland. By reducing this waste, we can use the money saved to invest in essential healthcare services in your area.

To help reduce medicines waste, we are asking you to order repeat medications from your GP practice directly, rather than through pharmacies. Checking your stock of medicines at home and then ordering repeat prescriptions through your GP practice will reduce the chance of items being ordered that are no longer necessary or receiving larger quantities than are actually needed. Unused medicines cannot be recycled or reused, even if you return them to your community pharmacy.

There are a variety of ways to order repeat prescriptions. These may vary according to your GP practice:

Ordering online through your GP practice website or app – If you have not yet registered for online services, please contact your GP surgery. Once registered, you will be given a username and password to enable you to book appointments online and order your next repeat prescription online.

Visit the practice and order in person – Take your prescription request to your practice. Many practices have 'prescription request post boxes' or trays where you can leave your request. Please check with your practice about the ways you can order your repeat prescription.

If you feel you cannot use the ordering methods above (for example if you are housebound or elderly) please see [page 3](#) for more information.

For your next repeat prescription, please order your medicines by using one of the direct ordering methods above. Please ensure you talk to your community pharmacist to inform

them not to order your medicines on your behalf, if they were previously arranging this for you. This will help keep your records at the pharmacy up to date. Pharmacies which collect prescriptions from GP practices on your behalf and make up the prescription for you will continue to do so. Pharmacies that deliver your prescription to your door will continue to provide this service.

We would like to remind patients to re-order prescriptions when there is 7 to 10 days supply of medicines remaining. This will give enough time for the GP practice to issue the prescription and, if applicable, allow enough time for the community pharmacy to collect the prescription from the GP practice and dispense the medication.

Please only order the amount of medication you need. When you collect your medication please check the order before you leave the pharmacy. Any medicines returned to a pharmacy cannot be reused or recycled.

If you use electronic prescriptions and have a nominated pharmacy, GP practices will continue to send the prescriptions to the pharmacy to ensure it is convenient for you to collect. There should be no change to your GP practice timescales to fulfil repeat prescriptions.

We are aware that some patients need help to manage their medicines and repeat prescriptions. If you, a member of your family, or someone you care for need help ordering their medications, please speak to either your local pharmacist or GP practice who will be able to offer you support.

We appreciate that any changes regarding how you order your medicines can be worrying. **If you have a concern about your own medications, please speak with your GP practice.**

If you wish to raise an issue about the above changes you can contact East Leicestershire and Rutland Clinical Commissioning Group using the details below:

Phone: 0116 295 3405

Email: enquiries@eastleicestershireandrutlandccg.nhs.uk

Web: eastleicestershireandrutlandccg.nhs.uk/contact-us/get-in-touch/

Yours sincerely,



Tim Sacks

Chief Operating Officer, East Leicestershire and Rutland Clinical Commissioning Group

Changes to Ordering of Repeat Prescriptions

If you feel unable to order your repeat medication directly from your GP practice by any of the methods outlined in this letter, please detach this page and return it to your GP practice:

I(Patient name)

who is registered at.....(GP Practice name)

wish to continue ordering my repeat medication through my pharmacy. I am unable to order my medication directly from my GP practice by any of the methods outlined in this letter because (please tick the box that applies):

I have a dosette box

I am housebound

Other (please specify).....

Print Name..... Signed.....

Designation: Patient / Carer (delete as applicable) Date.....

Please ensure your GP practice receives this slip in order to record your exemption, if this is applicable. Your community pharmacist may agree to deliver this slip on your behalf to your GP practice with your consent. Please ask your pharmacist for further information.

If you require this information in an alternative language, please call: 0116 295 3405 (Monday to Friday, 9am to 5pm) and ask for the Communications Team.