### How do I get more help understanding this change?

To find out more about Repeat Prescription Ordering Systems (RPOS), please contact your GP practice who will help and advise you.

#### I'm worried about someone I know not coping with this change

Please speak to your GP practice who will help and advise you.

## Count

NHS

County Durham and the Tees Valley
Clinical Commissioning Groups

#### Want to know more?

For more information on how this may affect you or those you care for, please visit:

www.nhs.uk/using-the-nhs/nhs-services/gps/gp-online-services

- @MyMedicinesMyHealth
- @NHSmymedicines

#### Your experience of NHS services

We welcome feedback, positive or negative, about your experience of local NHS services as this helps us to improve services for patients.

For full details visit your local CCG website or call:

Durham area patients: 0191 371 3206

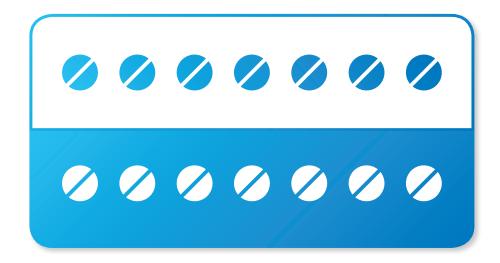
Darlington and Teesside area patients: 01642 746909

Email: necsu.rpos@nhs.net

This leaflet can be provided in large print, different formats and languages on request.

Call: 01642 745401 Email: necsu.info-comms@nhs.net

# We are making changes to the way you order your repeat prescription



Understanding what this will mean for you

#### What are repeat prescriptions?

Repeat prescriptions are the regular medicines that you can order without having to see your doctor each time.

#### What is changing?

Pharmacies will not be able to order medicines on your behalf. You will still receive the medicines you need. You will need to order your repeat prescription directly from your GP practice.

There are a number of ways that you can order your medication:

- » Online from your GP practice - if you are not already registered for patient online, speak to the practice. For further information, please visit: www.nhs.uk/ using-the-nhs/nhs-services/ gps/gp-online-services
- White, tear off part of your repeat prescription to the practice, identifying which medicines you require

This is the only change – once you have ordered your prescription from the practice it can still be sent to your usual pharmacy for dispensing.

#### What is not changing?

If you already order repeat prescriptions directly from your GP practice this change will not affect you.

#### What do you need to do next?

From September 2019 your GP practice will not accept repeat requests from pharmacies. You will need to order your repeat prescriptions from your GP practice when you have 7 to 10 days of medicines left. Only order the medicines you need.

Remember your GP practice and community pharmacy need this time to prepare and dispense your prescriptions. Don't leave it until the last minute.

If you still want your community pharmacy to collect and deliver your prescription, please ensure you inform your chosen pharmacy.

When is this happening?

September 2019

#### Why is this happening?

This is much safer as your GP can monitor and discuss with you what medicines you may need and no longer need. This change greatly improves your safety and gives you more control of your medicines.

Under the old system, some patients built up a stock of unused medicines. We can also save money by reducing medicine waste that can be used on healthcare for our population.

