

# Repeat prescriptions

Requesting your repeat prescriptions



## What are repeat prescriptions?

If you take prescribed medicines regularly, your GP may have said that you can request repeat prescriptions. This means that you can get a prescription for those medicines without seeing a GP each time.

At regular intervals (every 3, 6 or 12 months is common), your GP will reauthorise the prescription. Before they do this, you may need to go to the surgery for a blood test or other check, or if the GP wants to confirm that the medicines are still the most suitable for you.

## How to request your repeat prescriptions

We would like patients to request their repeat prescriptions directly from their general practice rather than from their community pharmacy.

Nobody knows which medicines you are running out of better than you. We think that if people request their own repeat prescriptions, that will help to reduce waste.

When a pharmacy (chemist) automatically requests repeat prescriptions on your behalf they may not always know if medicines have been changed or how much of each medicine you have left. This can sometimes mean that medicines are requested that are not needed, which can lead to some patients building up a stockpile of medicines at home. This is a waste of NHS resources and poses a safety risk to patients and their households.

## How can you help?

- Request your repeat prescriptions directly from your general practice. If you can't manage this then ask a family member or friend to help you
- Only request medicines that you are running out of
- If a pharmacy has been requesting your repeat prescriptions, inform the pharmacy that from now on you will be requesting them yourself, directly from your general practice



# How to request your repeat prescription – more detail

You can request repeat prescriptions in the following ways:

## 1. Using NHS GP online services

NHS GP online services are a quick, easy and secure way to order repeat prescriptions using a computer, tablet or smartphone.

## 2. Using a paper repeat prescription request slip

If you cannot or do not want to use a computer or smartphone you can use a paper repeat prescription request slip:

- If you get paper prescriptions, the repeat prescription request slip will be attached to the right hand side of the prescription for you to tear off. You can mark it up to request a repeat prescription from the GP
- If your GP sends your repeat prescription to your community pharmacy electronically, from computer to computer, ask the pharmacist to print your repeat prescription request slip and give it to you
- When you are running out of a medicine, tick the medicine(s) you need on the repeat prescription request slip, sign and date it, then post or bring it to your general practice

Pharmacy Stamp    Age: 42 y    Title, Forename, Surname & Address: Mr Mouse Mouse  
D.O.B.: 01/01/1975    Regents House 1a Marylebone Road London NW1 5LT  
NHS Number:  
Please don't stamp over any of these:  
Number of days' treatment:    N.B. Ensure dose is stated:  
Endorsements:  
Signature of Prescriber:    Date:  
For Dispenser Use Only:  
NHS    07336767772    FP10SS0608

Mr Mouse Mouse    20 Jul 2017    Page 1 of 1  
Regents House    D.O.B.: 01/01/1975  
1a Marylebone Road    Age: 42 y  
London    NW1 5LT    NHS  
To request a repeat, tick the items required and drop the slip into the "repeats box" on the reception desk.  
REMEMBER! Repeats take two working days to be processed. Please request your medications well in advance.  
Ramipril 1.25mg capsules    28 capsule, take one daily      
Please book an appointment to review your medication  
Last Issued: Monday 10 Apr 2017    Next Issue Due: Mon 08 May 2017  
Issues Remaining: 2    Review Due On: Tue 10 Apr 2018  
Salbutamol 100micrograms/dose inhaler CFC free    420 dose, inhale 2 doses as needed      
Last Issued: Monday 10 Apr 2017    Next Issue Due: Mon 08 May 2017  
Issues Remaining: 5    Review Due On: Sat 07 Apr 2018  
Dr Andrew Goodstone  
Marylebone Health Centre  
17a Marylebone Road  
London    NW1 5LT  
0207 9356328  
PATIENTS – please read the notes overleaf



## Request your prescription in time

### When should you request your repeat prescription?

- **All year round:** 7 days before you will run out of a medicine
- **At Christmas, New Year and Easter:** 10 days before you will run out of a medicine
- Remember that pharmacies may need 48 hours to get medicines that they do not have in stock.

## If you are unable to request your own repeat prescriptions

People who are unable to order repeat prescriptions often have a family member or friend who can request it for them.

If you do not have someone to do this for you, we will find another way to arrange your repeat prescriptions, which could include keeping the existing arrangements. Speak to your practice receptionist in the first instance to arrange this.

## Why use NHS GP online services to request repeat prescriptions?

If you have a computer, tablet or smartphone it is easy, quick, secure and free to use NHS GP online services to request your repeat prescriptions from your own home, in your own time.

As well as requesting your repeat prescriptions, you will probably be able to book appointments using NHS GP online services.

## Register with your general practice to start using NHS GP online services

Register with your general practice to request repeat prescriptions and book appointments using a computer, tablet or smartphone.

To use NHS online services, you will need a computer, mobile smartphone, or tablet with internet access.

Ask the receptionist at your general practice about registering for NHS GP online services.



You may need to bring photo ID and proof of address with you to the general practice to register.

Once you've registered, using NHS GP online services to request your repeat prescription is easy. You may find our separate guidance leaflet useful the first time you do it. You can download this from

**[www.healthiernorthwestlondon.nhs.uk/documents/prescribing-wisely](http://www.healthiernorthwestlondon.nhs.uk/documents/prescribing-wisely)**

## Be open about your medicines

Please tell your GP or pharmacist if you are not taking any of your medicines, if you are experiencing side-effects or have any other concerns about your medicines.

If there are medicines that don't suit you, your GP may be able to suggest alternatives.

You don't have to request every medicine on your repeat prescription list every time. If you already have enough at home, you don't need to ask for more. If you use inhalers, insulin, creams or medicines that you use 'when required', please take particular care not to request more than you need.

When you collect your medicines or have them delivered, please open the bag and check them **before you leave the pharmacy or before the delivery person leaves**. If you see medicines that you are not going to take, give them back to the pharmacist or delivery person and let your general practice know.

**If medicines have not left** the pharmacy (or the pharmacy's delivery person) they can be dispensed for someone else.

**After they have left the pharmacy or delivery person**, if they are returned to the pharmacy they cannot be dispensed for someone else.



## Who can I ask for help with requesting my repeat prescription online?

### If you can't use the internet

If you would like to request repeat prescriptions and book appointments using a computer, tablet or smartphone but you don't know how to use the internet, there are places where you can learn.

- **Your local library** is a good place to start
- **Age UK** helps older people get online. For more information and to find your local Age UK centre please call Age UK advice line on **0800 169 6565**

### If you can use the internet

If you already know how to use the internet, you can take a short course on how to use NHS GP services online. Visit **[www.ukonlinecentres.com](http://www.ukonlinecentres.com)** or phone **0800 77 1234** to find out more.

You can ask your general practice for a more detailed patient guide to NHS GP online services or download one from **[www.healthiernorthwestlondon.nhs.uk/documents/prescribing-wisely](http://www.healthiernorthwestlondon.nhs.uk/documents/prescribing-wisely)**



## Your local community pharmacist

Your local pharmacist is a highly qualified healthcare professional who offers many free NHS services to help you to take your medicines safely and conveniently.

Ask your community pharmacist for more information about the following services:

### 1. Advice on medicines and minor ailments

**2. Medicines Use Review** – a free NHS appointment with a pharmacist to focus on how you are getting on with your medicines. The meeting is to:

- Help you to find out more about the medicines you are taking
- Pick up any problems you are having with your medicines
- Improve the effectiveness of your medicines – there may be easier ways to take them, or you may find you need fewer medicines than before
- Get better value for the NHS – making sure that your medicines are right for you prevents unnecessary waste

**3. New Medicines Service** – a free NHS service for people who have received their first prescription for a medicine to treat any of the following conditions:

- Asthma
- Lung conditions such as chronic bronchitis and emphysema
- Type 2 diabetes
- High blood pressure
- Conditions where you take a medicine to control the way your blood clots.

The service will:

- Help you to find out more about the new medicine you are taking
- Help to sort out any problems you are having with your new medicine
- Give you a chance to ask questions about your medicine and discuss any concerns



# Click and easy

[nhs.uk/GPonlineservices](https://nhs.uk/GPonlineservices)



This information is available in an easy read version and can be made available in large print. It may be available in alternative languages upon request. Please contact us on **0800 1777 990** (Monday – Friday, 9:00am – 5:00pm) or email [healthiernwl@nw.london.nhs.uk](mailto:healthiernwl@nw.london.nhs.uk) to request an alternative version.

This leaflet has been issued by NHS North West London Collaboration of CCGs covering the boroughs of Brent, Ealing, Hammersmith & Fulham, Harrow, Hillingdon, Hounslow, Kensington & Chelsea, and Westminster.

[www.healthiernorthwestlondon.nhs.uk](https://www.healthiernorthwestlondon.nhs.uk)  
October 2017