

## Changes to repeat prescribing in Blackpool – Frequently Asked Questions

### How can I order my repeat prescription?

You can order your prescription by a variety of different methods. The quickest and easiest way is by using online ordering or via a mobile app e.g. **Patient Access or MyGP**. Other ways to order are in person by dropping the right hand of the repeat slip at the practice, posting the request to the practice, or some practices do operate a telephone ordering line.

### How do I sign up for online ordering?

Go to <https://patient.emisaccess.co.uk> or download the mobile app for Patient Access or MyGP. You can register for an account and then you will need to call in to the surgery with some photographic identification to complete your registration.

### Can my carer/family member/friend order my prescription on my behalf?

Yes they can. Call in to the surgery to nominate a representative via proxy access online.

### Can the pharmacy still collect my prescription from the surgery?

Yes they can. You may want to let the pharmacy know when you've placed your order. If you haven't already, you should consider nominating a pharmacy so your prescription can be sent electronically to the pharmacy when it is ready. You can sign up to the Electronic Prescription Service (EPS) by either going into your chosen pharmacy or via the surgery.

### Can the pharmacy still deliver my prescription?

Yes they can, the way you receive your medication won't be affected.

### What do I do if I run out of medication?

Contact the surgery. If it is urgent and the practice is closed, call NHS 111. Always check medication 7-10 days beforehand to make sure you are not going to run out. You could also set a reminder on your mobile phone or calendar.

### I have received a letter but my neighbour has not – why is this?

Some patients may have been exempted based on a clinical decision, as they require additional support to order their medication.

If you feel you cannot order your own medication, and have no one else to order on your behalf, please contact your surgery to discuss the options you have.

## **Why is the CCG changing the process of ordering repeat prescriptions?**

This change has been implemented after discussions with all the GP surgeries in Blackpool and to align ourselves with the rest of the Fylde Coast and the wider Lancashire area. We have looked at other areas of the country where this has already been implemented and it has shown to be safer for patients as well as reducing waste. By taking control of your own medicines, it can stop you receiving medication you no longer need, or having too much ordered on your behalf, presenting a safety risk at home. As a CCG, we have a responsibility to make the best use of the resources available to us and ensure public money is spent wisely. Unused prescription medicines cost the NHS over £300 million every year across the UK.

### **IMPORTANT - Before ordering your medication:**

- **Please only order medicines that you need. Any medicines you do not order every month will still be available to order when you need them.**
- **Check how many days of medication you have left before ordering your repeat prescription. Most surgeries will allow you to order one week before your prescription is due but please check with your surgery and your pharmacy as times may vary.**