**Frequently Asked Questions**

**Changes to repeat prescription ordering**

**Q: Who is affected by this change?**

People who use a high street pharmacy to order repeat prescriptions

People who use an appliance supplier to order repeat prescriptions

**Q: Who is not affected by this change?**

People who order repeat prescriptions directly through a GP practice

People who do not receive repeat prescriptions

**Q: What is changing?**

Pharmacies and suppliers of medical appliances will not be able to order medicines on your behalf.

Instead, you will need to order repeat prescriptions directly from your GP practice.

**Q: What is not changing?**

Pharmacies that collect prescriptions from us and pharmacies that deliver medications and other items to patients will continue to do so.

**Q: Why is this change happening?**

Under the old system, some patients built up a stock of unused medicines. This change will reduce the amount of wasted medicines and save money that can be spent on NHS services.

The new system is also safer as your GP can monitor your prescription more easily and discuss the prescription items that you continue to need at your regular review.

**Q: How do I order a repeat prescription?**

* Online ordering through smartphone app or computer
* Dropping your repeat prescription request off at your GP practice
* Posting your repeat prescription request to your GP practice

**Q: I am unable to visit the GP practice because of my health condition**

Please contact your surgery to discuss the best option to meet your needs

**Q: I am unable to visit the GP practice because of my caring responsibilities**

Please contact your surgery to discuss the best option to meet your needs.

**Q: Do I have to go back to the surgery to collect my repeat prescription once it is authorised?**

After your repeat prescription order has been authorised by the GP practice you can:

* collect it from the GP and take it to a pharmacy of your choice
* arrange for the prescription to be sent to a pharmacy of your choice

**Q: Will the pharmacy still be able to deliver my medicines to my home?**

Yes. This change does not affect the delivery service provided by some pharmacies.

**Q: How do I order repeat prescriptions online?**

1. Tell your GP practice that you would like to start using their online services

*2. A member of the practice will then ask you to fill in a short form*

*3. You may need to provide photo ID and proof of address or member of staff may be able to vouch for you. If you do not have any ID then either a member of staff will have to confirm your identity or you may have to answer questions about personal information in your GP record*

*4. Once you have signed up, you will receive a letter with your unique username and password and a link to where you can log in*

**Q: How do I order repeat prescriptions using a smartphone app?**

You will need to complete the steps above to obtain a unique username and password. Then use your phone to visit an app store and download a FREE app. Your GP practice will be able to advise which app is most appropriate.

Online systems currently in use are:

* [EMIS – Patient Access](https://patient.emisaccess.co.uk/Account/Login)
* [INPS – Patient Services](https://www.patient-services.co.uk/web/ps/welcome)
* [Microtest – The Waiting Room](https://thewaiting-room.net/)
* [PAERS – i-Patient (for GP practices using EMIS)](https://www.i-patient.net/Login?ReturnUrl=/)
* [TPP – SystmOnline](https://systmonline.tpp-uk.com/2/Login?Date=20160915164506)

**Q: How can I find out more about GP online services?**

Visit NHS Choices, where you can find out more about online GP service and access some short information/a training course <http://www.nhs.uk/NHSEngland/AboutNHSservices/doctors/Pages/gp-online-services.aspx>

You can also ask your GP practice for more information.

**Q: I am worried this change will mean extra work for my GP practice**

This change will not mean more work for the GP practice. Requests for repeat prescriptions must be authorised by the practice before they can be dispensed and this has not changed.

If you order repeat prescriptions online or via a smartphone app it could actually mean less work for your GP – and save you time!

**Q: I have a dosette box, what does this change mean for me?**

Please contact the surgery for more help and advice.

**Q: I have a repeat prescription for methadone, what does this change mean for me?**

Methadone is not normally provided via repeat prescription (FP10). Please contact your prescriber for more help and advice

**Q: I care for someone with an enteral feed/stoma care needs, what does this change mean for me?**

Stoma care patients will now need to order their prescriptions directly from their GP. Patients who receive enteral feeds from their community pharmacy will now need to order them directly from their GP surgery.

**Q: I want to speak to someone about these changes, who do I contact?**

Please contact the surgery for more help and advice

You can also contact

**Patient Advice and Liaison Service**

**NHS Greater Huddersfield CCG**

**Tel: 01484 464222**

**Email: contactus@greaterhuddersfieldccg.nhs.uk**

**Website: www.greaterhuddersfieldccg.nhs.uk**

**Patient Advice and Liaison Service**

**NHS North Kirklees CCG:**

**Tel: 01924 504975**

**Email: PALS-NKCCG@northkirkleesccg.nhs.uk**

**Website: www.northkirkleesccg.nhs.uk**