Excerpt from the Buckinghamshire medicines management team advice re ordering of repeat medicines. To commence 1/8/18

5. Ordering of repeat prescriptions

5.1 Agreed personnel to order repeats Prescription requests can to be accepted from the following personnel:

• Patients

• Carers

• District nurses and specialist nurses

• Care home staff

• Community pharmacies for patients who have dementia, or are housebound, and do not have a carer, relative, representative, or any other means of ordering their medication. 5.2 Ensure patient confidentiality is maintained

The following must be checked when personnel order repeat medication:

• Ensure the correct information is accurately exchanged, when those making the request are not fully aware of the patient’s medications/health condition.

• Ensure the request is genuine. The practice should be confident that the person making the request has the patients’ permission to do so.

5.3 Methods to order repeat prescriptions Patients need to order their own medication unless:

• Patients are housebound and they cannot order on line, or do not have a carer, relative or representative that can order on their behalf

• Patients have dementia who do not have a carer or representative who can order on their behalf For these patients, GPs, practice staff, community pharmacists, will make a note on the individual’s patient record that the community pharmacist is continuing to order their medication. Requests can be received by one of the following methods:

• Right hand side of the prescription

• In writing – repeat prescription request slips or agreed alternative forms

• Practice specific online order form

• On-line using Patient Access or other GP online system (online ordering should be encouraged)

• Email