

Ordering repeat prescription is changing

NHS Milton Keynes Clinical Commissioning Group (CCG) is making changes to the way repeat prescriptions are ordered to improve patient experience and reduce costs.

Many Milton Keynes residents have a **'repeat prescription'**, meaning that they can order certain medication at regular intervals without having to see their doctor every time. Some people will order their repeat prescriptions themselves and others choose to use a pharmacy or dispensing company to order on their behalf.

Following engagement with the public and learning from what is happening in other areas around Milton Keynes, the CCG is bringing the area in line by simplifying the process for patients.

Janet Corbett, Head of Medicines Management at NHS Milton Keynes CCG said:

"When it comes to ordering repeat prescriptions, we know that some patients "simply tick the box" and build up a supply of medication without clinical intervention. This change will mean that they will have a regular dialogue with their dispensing GP.

"The change we are introducing will only affect patients if their medicines are ordered on their behalf by a pharmacy or appliance company. From 2 September 2019, patients will need to order their repeat prescription directly from their GP.

"Patients will have a number of options once the change is implemented. They can order a repeat prescription from the GP practice in any of the following ways:

- Order online via SystemOne, SystemOne app or e-mail
- Via a letter to the GP practice
- Using the prescription box available at the surgery"

Patients who already order repeat prescriptions from the GP surgery will not be affected and they will not need to take any action.

Pharmacies that collect prescriptions from GP surgeries will still do so. Pharmacies that deliver medications and other items to a patient's door will continue to do so.

Dr Nicola Smith, GP and Chair of NHS Milton Keynes CCG said:

"The evidence shows that this method of dispensing is safer and more efficient. From September it will mean that your GP has a better ability to monitor and control what medicines you do and do not use. This will help your discussions about choosing the right medication.

"The change will also help address a serious safety concern. Under the old system, some patients found that they began to build up a stock of unused medicine, which had to be stored safely and used within date. The new system will give them more control. That's got to be a real positive for the patient."

NHS resources are not unlimited so it is important that funds are used as efficiently as possible. Ordering online is a paperless process which is less time consuming, resulting in practice staff and pharmacists having more time to allocate to giving improved patient care.

Once the change is in place it is anticipated that there will be less medicines waste as patients will be in control of ordering only those items that they need.

Help and support is available at local surgeries for those who need to understand these changes and when it comes to ordering a repeat prescription.

Ends...

Notes to editors

Picture caption:

Dr Nicola Smith



Medication

