NHS

Prescription Medicines Order Line

A new and convenient way to order your repeat prescription

0115 855 0260

8am – 4pm Mon to Fri*

*These times may be subject to change and exclude bank holidays.

The NHS **Prescription Medicines Order Line** service is the easy way for you to order your repeat prescription.

All it takes is a simple phone call that you can make from the comfort of your own home. Your prescription can then be sent electronically to a nominated pharmacy of your choice in exceptional circumstances it may be collected from your GP practice if preferred.

Why use this new service?

Ordering your repeat prescription will be a quick and simple telephone call. You will be speaking to a dedicated person who will have time to answer any queries you may have about your repeat prescription. We will discuss your medication requirements and are able to alert you if a medication review is needed.

Why are we offering this new service?

Our aim is to ensure that patients receive the correct quantity of medication needed, in a timely manner, to reduce the amount of medication waste.

Unused prescription medicines cost the NHS in Derbyshire over £6 million every year. Only ordering what you need, when you need it, will save the NHS money to spend on other important services.

Who will you be talking to?

The service is provided on behalf of your GP practice by NHS Derbyshire & Derbyshire Clinical Commissioning Group staff. Your call will be answered by a dedicated, experienced and fully trained call handler who, with your agreement, will access your medical record in order to process your prescription request.

The call handler will only access information required in order to process your request. At no point will information be saved outside of the secure GP medical record system.

For more detail, please see the Medicines Order line Privacy Notice here: **www. derbyandderbyshireccg.nhs.uk/privacy**

Your personal information will remain secure and confidential in line with UK data protection law. If someone else currently orders your prescription for you, you can give consent for them to call on your behalf.

When will the prescription be ready?

Once you have made the telephone call your prescription will be authorised by your usual GP and will then be sent to the pharmacy of your choice within two working days. Please allow additional time for the pharmacy to get your prescription ready for you. If you have an existing arrangement with your pharmacy to deliver your prescription please speak with them to ensure this will continue.

I am happy with my existing service. Do I have to change?

In order to reduce prescription waste we believe that patients need to take responsibility and control of their own medication needs.

Quick and easy

Call **NHS Prescription Medicines Order Line** on

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between 8am - 4pm*
Monday - Friday

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How can patients help to reduce prescription waste?

- Please check your medication cupboard before ordering.

- We ask patients to order their prescription when they have 7 days of medication left.

- If you have a build-up of any medication please let us know so that we can adjust quantities so everything falls in line.

- Please do not order "just in case". If you need the medication in the future then you will still be able to request it.

- Let us know if you have stopped taking any of your medicines.

"Thank you for your repeat prescription order line. It is fantastic! The response is quick, the staff so polite and professional. It takes all the pain out of obtaining required medication."

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Find out if your GP practice is participating visit

www.derbyandderbyshireccg.nhs.uk