

MEDICINES ORDER LINE

 **0115 8550260**

From 6th October 2021 Appletree will be changing the process for ordering repeat medication requests.

What does this mean for you?

The surgery will no longer be accepting telephone calls for repeat prescriptions or queries. Instead you will call a dedicated Medicines Ordering Line 0115 8550260, who, with your consent, will have access to your medication and process your request or query directly through to the GP.

You will still be able to:

- order online via one of the online services eg. NHS App, systmonline etc.
- complete a medication request form at the reception front desk.

You will no longer be able to:

- Telephone your request through to Appletree, instead you will need to ring the Medicines Order Line 0115 8550260.
- Order through your Pharmacy *(exceptions apply but your pharmacy will alert you if they are still able to continue ordering on your behalf)

GP practices across Derbyshire are moving onto this new system, which provides a service that specialises in repeat prescriptions and medicines management in order to reduce waste and provide a more efficient service. In turn this should free up phone lines for appointment booking.

August 2021

This is so that you can order on a regular cycle.

The MOL service is open between 8am and 4pm Monday to Friday (excluding bank holidays).

If your day for re-ordering medication falls on a bank holiday, you can call the MOL on the working day before the bank holiday to order.

12. My medication is going to run out while I'm on holiday, how can I make sure I have enough?

If you are going away and need to order sufficient medication so that you don't run out during your holiday then you can contact the MOL and let them know your situation.

13. I've tried calling the MOL but the line is busy, what should I do?

The MOL answers an average of 4,000 calls a day, so there will be times when it takes a bit longer to get through. As with GP practices, the busiest time is as soon as the service opens at 8AM and Monday is the busiest day.

You are also able to request a call back by sending an email to our Medicines Order Line inbox.

For North Derbyshire practices –
ddccg.northMOLonlinerequests@nhs.net

For South Derbyshire practices -
ddccg.southmolonlinerequests@nhs.net

14. Can anyone in Derbyshire use the MOL?

This service is currently only available in Derbyshire if your GP practice has signed up to the MOL. To confirm if your practice is registered with the North MOL or South MOL please see our website:

<https://www.derbyandderbyshireccg.nhs.uk/your-health-services/information-for-patients/prescription-medicines-order-line-mol/>

15. I don't use a regular pharmacy. Can I still use the MOL?

The MOL confirms your nominated pharmacy at every call so that you are aware of the prescription destination.

You can change this at any time which enables patients who do not use a regular pharmacy to still have an electronic prescription sent to a convenient location.

16. I have the same medication every single month so do I still need to call the MOL every time?

If you are on regular daily medication there is a possibility that you would be suitable for electronic repeat dispensing (eRD) which means that the GP would authorise a batch of prescriptions for you to collect directly from the pharmacy each month.

Please discuss this with your GP practice to see if you would be suitable for this.

17. What's wrong with stockpiling medication in case I need it?

All medication has a shelf life, and if you keep it for too long it may become ineffective or dangerous. If your dosage is changed and you have a stock of the old dosage, it is easy to mix up packets, which could potentially be dangerous.

Having excess medication in the home also poses a safety issue. Medicine should be stored out of reach and sight of children but this may be difficult if you have a large amount of medication at home.

Unused prescription medication costs the NHS money. We estimate that in Derbyshire, £6.9 million of medicines are wasted every year through the ordering of more medication that is not used and not needed. If your medication is changed or stopped then all that medication that you have in your home would be wasted. This is because medication, once supplied to a patient, cannot be reused and must be destroyed.

18. I am not happy about the service that I received from the MOL. How can I complain?

If you are not satisfied with the assistance you have received from a call handler please ask to speak to a team leader who will be able to advise you further or explain the process in more detail. If you wish to make a formal complaint then please put this in writing to:

Patient Advice & Liaison Service
NHS Derby and Derbyshire CCG
Cardinal Square, 10 Nottingham Rd
Derby DE1 3QT
0800 032 32 35 Text 07919 466 212
Email: ddccg.PALS@nhs.net

1. What is the MOL?

The Medicine Order Line (MOL) is a way for you to order your repeat prescriptions over the telephone.

The MOL service is open from 8AM to 4PM Monday – Friday (excluding bank holidays).

The telephone lines are staffed by fully trained Medicine Order Line Operatives (MOLOs) who will go through your repeat prescription and check which items you need.

The medication request is processed while you are on the telephone and is then sent electronically to your GP practice to be signed. The prescription will then be sent on electronically to your chosen pharmacy.

2. What happens when I telephone MOL?

When you telephone the MOL, the MOLO will ask you;

- Which surgery you attend
- Your date of birth
- Your name
- The first line of your address

If it is the first time you have called the MOL, the MOLO will ask for your consent to access your medical record held at the GP practice. If you agree to this, then your consent is recorded so you will not be asked for permission again.

If you **do not** agree to this, then the MOLO will not be able to access your medical record to process the repeat prescription request and you will need to use an alternative method to order your repeat prescription.

3. Can someone else call on my behalf?

Yes it is possible for a representative to order medications directly from the MOL on your behalf.

If a caller has previously been authorised for third party access and it is documented on the patient record, prescription requests can be processed in the same way as above.

If we do not have consent for a caller to order on behalf of the patient, we can still process the order but the caller must be able to give all 3 identifiers and name all of the patient's medications.

We cannot discuss any personal details, change the nominated pharmacy, discuss any medications or name the pharmacy that the prescription will go to.

4. Why am I asked questions about what medication I need?

Once they have access to your records, the MOLO will ask you which of your medications you need to re-order.

Many medications need to be taken regularly on a daily basis but some only need to be taken when required. The MOLO will ask additional questions about these “when required” medications to ensure that you do not already have sufficient stocks at home.

If you have several repeat medications which are not all due at the same time our MOLOs will be able to help by aligning your medications so you can order them at the same time each month.

5. How can I collect my medicines?

When using the MOL, your prescriptions will be sent electronically to the pharmacy of your choice. The MOLO will always check to ensure your prescription will be sent to the correct pharmacy when you ring the MOL. The pharmacy nomination can be changed at any time and you don't have to use the same pharmacy each month.

6. How long will it take for my medication to arrive at the pharmacy once I have ordered it?

At the MOL, we can process prescriptions that are within 7 days of your due date.

We also ask that you make sure you give 5 days for the GP practice to sign your prescription and get the stock ready for you at the pharmacy.

7. I didn't re-order my medication in time and I have run out, what should I do?

GP practices ask patients to allow at least two working days for the prescription request to be processed.

However, if you have less than two days' worth of medication left, or three days' if calling on a Friday then please inform the MOLO of this.

Depending on how urgent the prescription is, you may be advised to check with the pharmacy later in the day to see if the prescription has already been sent to them or contact

the GP practice yourself to explain the situation and see if they can authorise the prescription sooner.

If you run out of your medication at the weekend or on a bank holiday when the MOL or your GP Practice is closed, then please call NHS 111, who may be able to issue an emergency prescription to cover the time before services open again.

8. Can the call handlers at the MOL see all my medical records?

Yes, the MOLO has access to your medical record held at your GP practice. However, they will only access the areas required to process your repeat prescription request.

Before accessing any of your medical records you will be asked for your consent to allow the MOLO to do so. The MOLO will explain the process fully before you are asked to give your authorisation.

9. I have lots of different medications which run out at different times of the month, do I have to phone MOL each time one of them is about to run out?

If you have several repeat prescriptions for medications which are not due at the same time, our MOLOs will be able to help you by synchronising all medications to the same length of treatment (usually 28 or 56 days). This means that they will all run out at the same time and you will only need to order once a month.

Some medications which you only take when you need them, such as asthma inhalers which contain 200 doses, will not fit into this schedule, so the MOLO you speak to will check what stock you currently have before making an order.

10. If I don't order one of my medications this time, will it come off my repeat prescription so I can't order it later when I need it?

No. Your repeat list of medicines won't be changed and you will be able to order it again as soon as you need it. You can also request items that are not on your repeat list via the MOL.

11. Can I phone NHS MOL at any time to re-order my medication?

You should phone MOL when you have 7 days of your medication left. If you try to order too early then you will be asked to call again five days before you are due to run out.