

Changes to the ordering of repeat medication for GP practices in Lancaster, Morecambe, Carnforth and the surrounding areas

What is changing?

Your NHS local network is asking patients to manage their own repeat prescription requests, rather than having a third party (for example a pharmacy or online company) order on their behalf. This change is being phased in across all GP surgeries in the region.

This change will take effect for patients of Lancaster Medical Practice from 1st March 2022

Why is this changing?

You know best how much of each of your medicines you have at home. Ordering yourself when you need to will help to reduce the number of items that are ordered when they are no longer required. Often patients find that they begin to build up a stock of unused medicines, which cannot be returned to pharmacies to be reused even if they are unopened.

Patients can order their repeat prescriptions by:

- Using GP online service 'NHS App'. You can download the app from the App Store or Google Play onto your mobile phone or tablet device. If you have a QR reader on your phone you can scan the barcodes on this leaflet. If you are already using other online apps including 'Patient Access' and 'MyGP', please continue using these for all future prescription requests.
 - Handing in the tear-off part of the repeat prescription or hand written requests to the surgery or drop it into prescription letter boxes outside every Lancaster Medical Practice building.
- The NHS app doesn't require you to contact the surgery before registration. Just follow the instructions on the app.

We recognise that some patients may still require assistance with ordering their repeat prescriptions. In certain circumstances, and with the agreement of the GP practice, the pharmacy may carry on ordering on the patient's behalf. If a family member, or carer, knows someone who they think needs help ordering prescriptions they should speak to the surgery or pharmacy as soon as possible.

Family members, parents of young children or carers can be set up to request access to online services on your behalf. This was developed to allow someone other than the patients (carers or relatives) to access and manage their medication. LMP require you to sign a form to consent, then the parent/family member is given to access patient's online account (rather than using the patient's login details).

The surgery usually takes up to four working days to generate a prescription. Once a repeat request has been made by a patient/patient's representative/pharmacy, this will still apply. However ordering online provides more flexibility enabling patients to order medication outside of GP opening hours.



NHS App



Patient Access



MyGP

www.nhsapp.service.nhs.uk

www.patientaccess.com

www.mygp.com

Lancaster Medical Practice