What is changing?
From 4th February 2019 pharmacies will no longer be able to order prescriptions on behalf of patients at this practice. If this change affects you please make arrangements to order your own prescriptions directly from the surgery. You or your carer can request your repeat prescription from the surgery in the following ways:

- On-line - the surgery offers on-line prescription ordering and appointment booking. Please ask reception for further details.
- By dropping your request in the prescription box at the surgery.
- By post
- By Email to swan.medical@nhs.net

Why is this happening?
Unused prescription medicines cost the NHS in England at least £300 million per year.

Did you know that £300 million could help pay for:

- 80,906 MORE hip replacements*
- 101,351 MORE knee replacements*
- 19,799 MORE drug treatment courses for breast cancer*
- 11,778 MORE community nurses*
- 300,000 MORE drug treatment courses for Alzheimer's*

*based on average costs

Most patients are able to take responsibility for ordering their own repeat prescriptions. This is safer, and evidence from other areas in the country shows that it may reduce medicines waste.

Only you (or your carer) know what medicines you have already. When ordering repeat prescriptions please check what you have at home and avoid stockpiling medication. You will need to allow at least 48 hours for the prescription to be processed (excluding weekends).

NOTE – If you request your prescription on a Friday afternoon, or at the weekend, your prescription may not be available until the following Wednesday.

What is not changing?
Pharmacy prescription collection and delivery schemes will not be affected by this change. If you have signed up to have your prescription sent electronically to the pharmacy, this will also not change.

How do I find out more?
Please ask for a letter at reception.

If you feel you might need support ordering your repeat prescription, or you know someone who might need help, please contact the surgery.
In order to reduce waste and improve patient safety, we are asking patients to take these simple steps when ordering repeat medicines (prescriptions):

- Only order what you need - check which medicines you have at home before re-ordering.
- Some medicines may not need to be re-ordered every time if you don’t take/use them every day or you already have enough. Did you know that if you don’t order a medicine, it will still appear on your repeat prescription next time?
- Speak to your GP practice if your repeat prescription needs updating.
- Having regular discussions with your pharmacist and GP will mean you get the right help with taking your medicines. Speak to your pharmacist about a medicines use review, to discuss getting the most from your prescription medicines.
- Did you know medicines cannot be re-used once they have left the pharmacy? So check your prescription bag before you leave.
- Return any unwanted medicines to a Pharmacy for safe disposal. Never dispose of them by putting them in the bin or flushing them down the sink or toilet. Unused medicines kept at home are a safety risk to children and to others.

If everyone makes small changes, then together we can make a massive difference to reduce the waste of medicines in our NHS.