NHS
Doncaster
Clinical Commissioning Group

Dear Colleague

Changes to repeat prescription ordering systems

We are writing to inform you of the changes that NHS Doncaster Clinical Commissiong Group are introducing to the way repeat prescriptions can be ordered.

The Clinical Commissioning Group (CCG) jointly with the Local Pharmaceutical Committee (LPC) and Local Medical Committee (LMC) have made a decision to change repeat prescription ordering systems; practices are being requested to no longer accept repeat prescription requests from third parties initially Community Pharmacies and online pharmacies.

Other CCGs which have successfully implemented the change have experienced a reduction in waste, optimised quality and safety of medicines and a decrease in prescribing cost growth. The change aligns with the NHS priority under the Long Term Plan to encourage patients to take greater responsibility for managing their own medicines and health.

This will be happening from the Tuesday 4 January 2022, with all changes to be implemented by the 31 March 2022.

Patients will be required to order their own medication directly with the practice. This can be done by:

- Online ordering from the practice
- NHS Approved app
- Electronic repeat dispensing (eRD)
- Using the tear off part of the repeat prescription, identifying the items required.

There will be a small number of Patients who may still require assistance when ordering their repeat prescriptions; please refer to the 'Guidance for GP Practices and Pharmacies on Assisted Patients'.

Pharmacies and practices should liaise to ensure patients are aware of the changes that will take place from the 4 January 2022, and communicate any issues or exceptions.

There will be no restrictions on Pharmacies collecting prescriptions on patients' behalf to prepare prescriptions in advance.

The Local Pharmaceutical Committee and the Local Medical Council have liaised on the project and members have provided valuable feedback.

For practices to support the uptake in online ordering please ensure linkage codes/keys are issued to patients as requested.

To manage patient expectations and to reduce the risks of patients attending pharmacies prematurely, please could the text message that is sent to patients when ordering their repeat prescription be amended to 'Your prescription has been sent to the pharmacy, please collect in 3 working days'.

Please find resources to support the implementation including patient information leaflet, poster and guidance on assisted patients available on the website https://medicinesmanagement.doncasterccg.nhs.uk/guidelines/changes-to-repeat-prescription-ordering-systems/

If you have any queries please don't hesitate to contact the Medicines Management Team: donccg.medicinesmanagementadmin@nhs.net

Kind regards
Medicnes Management Team
NHS Doncaster CCG