



The Central Surgery

Changes to Prescription Ordering

The NHS across Leicestershire is committed to reducing wastage of prescription medication. From 1st March 2017 East Leicestershire and Rutland Clinical Commissioning Group have asked all GP Practices to insist that their patients order their repeat medication directly from the Practice rather than from their local pharmacy.

The CCG is concerned that if Pharmacies order automatically for patients items may be requested which are no longer required, or in larger quantities than are actually being used, which could lead to wastage. All Pharmacies have been informed of this change and are aware that they are no longer able to order any prescriptions on a patients behalf.

If you have a nominated pharmacy, we will still send the prescription to them to ensure it is convenient for you to collect and there should be no change to our standard 48 hour timescales. You can request your repeat medication up to 1 week before it is due so that you have it in time.

To make it as straightforward as possible we have a variety of ways to order:

Click and Collect – order online through our website (available to over 16's only)

In order to access the online repeat prescription request facility you will need to bring your photo ID, either Passport or Driving Licence, into the surgery so we can issue you with your login details; this is to protect the security of your medical record. Once you do have online access this method is quick and easy to use and ideal for busy people as you can order from anywhere at any time of the day or night! (Please note you cannot order acute prescriptions online, or collect an online access form on behalf of somebody else)

Come to the Practice and order in person - Bring your request to the surgery on Monday - Friday 8am - 6.30pm. There is a red script box in the entrance of the surgery. There is also a post box on the right hand side of the entrance door in which you can post your request through when the surgery is closed, these requests will be picked up and placed in the appropriate box when the building is opened up on the next working day.

Send your repeat script request in the post to your surgery – You may send your script request in the post to the surgery. Please bear in mind when doing this the potential delays of the script being delivered to the surgery. It takes two working days on receipt of the surgery receiving your script request.

Whichever method you use, you must allow 48 hours (two working days) for your prescription to be processed. Please note that whilst prescriptions are sent to pharmacies within 48 hours, your pharmacist may need extra time to prepare your medication.

Acute medication requests - In the event of requesting medication which is not on your repeat medication, it will take longer than 48 hours as a doctor will have to review the request. We ask patients to allow at least 5 working days minimum for these requests to be processed.

We DO NOT take prescription requests over the phone. So under no circumstances should patients call with these requests.

If you are unable to use any of the above methods for reasons such as; you are housebound, or you use dossett boxes. Please speak to Reception for more information on how to order.