

# Huntley Mount Medical Centre

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## Letter to patients regarding changes to prescription ordering from 1<sup>st</sup> November 2024

From 1st November 2024, we are asking you to order your medicine directly from the surgery, rather than allowing your repeat prescriptions to be ordered on your behalf by your pharmacy. **We will no longer be accepting prescription requests from pharmacies from this date.** If you request your prescription directly from the surgery, nothing will change. Your dispensing and delivery arrangements will also be unaffected.

Repeat medication requests can be ordered by patients, a nominated family member or by a carer. From the 1<sup>st</sup> November 2024 onwards, your prescription will need to be ordered using one of the following methods:

1. Online ordering via the NHS App. If you do not already have this set up, please visit [www.nhs.uk/nhs-app/](http://www.nhs.uk/nhs-app/) to download the NHS App and create your NHS account. Carers can request proxy access on the NHS App that will allow them to order repeat medications on behalf of the person that they provide care for.
2. Use a request slip (the right hand-side of your repeat prescription) to order the items that you need and drop this off or post it to the surgery. (You can ask your pharmacy for the right hand side of your repeat prescription).
3. Via telephone.
4. In person, at the surgery after 10am.

**Why is this happening?** Our Bury Local Health Authority are very concerned about Pharmacies over ordering on behalf of patients. Our doctors are also concerned about the risk of patients mixing up medications or accidentally over dosing. Also, many patients and healthcare professionals have told us that they are concerned about the high number of medicines being wasted. We have

looked at areas around the country and have seen that when patients order their own prescriptions, this is safer for patients, reduces waste and empowers patients to take control of their own medicine ordering. Over-ordering medicines costs the NHS hundreds of millions of pounds every year and we believe this money should be used to provide vital health services. Our NHS needs everyone to work together to make sure only medicines that are needed are requested. In addition, the current system can lead to errors and is also very time consuming for Pharmacies and the Practice. In very exceptional circumstances, the current method of ordering may continue. If you believe this is the case for yourself, please contact us in writing to the Practice.

**Things to consider when ordering medication.** Please remember to allow enough time when ordering your repeat prescription for those items that you need. It usually takes 2-3 working days for the prescription to be issued. It is important to order the medication that you take routinely on a regular basis. Early requests for medications will be rejected with a request to repeat the prescription order closer to the time that your medicines will run out (there should be no problem in ordering your repeat prescription less than 1 week before your medicines run out).

Should you need to order earlier than usual for example if you are planning to go on holiday, please inform us of the reasons by contacting us via telephone.

**What will happen once the medication has been ordered and then issued?** This part of the process has not changed and you should continue to receive medication in the same way as you have done in the past. Your prescription will be sent to your nominated pharmacy. The NHS App allows you to track the request and see when it is approved as well as changing where the prescription is sent. If you do not have a nominated pharmacy, the NHS App will generate your prescription barcode that you can take to any pharmacy of your choice to receive your medication.

We appreciate your support in trying to save NHS resources and helping us to provide better patient care.

Dr. Fazel Butt, Lead GP, Huntley Mount Medical Centre.