

Did you know your Pharmacy can help you with:

- New Medicines Service
- Medicine Use Review
- Travel Advice
- Advice on common illnesses
- Minor Injuries Treatment Advice
- Lifestyle advice



Some of your local Pharmacies can support you with:
Stopping smoking Emergency contraception
If you would like to access any of these services please speak to your Pharmacist for more information.

Who to contact if you need more advice or support

If you have any questions about the information in this leaflet you can speak to:

- Your Surgery
- Your Pharmacy / Pharmacist
- NHS Milton Keynes Clinical Commissioning Group (CCG)

☎ 01908 278660

This information is available in other languages.

For complaints please contact:

☎ 01908 278684

✉ mkccg.complaints@nhs.net

📍 Complaints Team, Milton Keynes CCG, Sherwood Drive,
Bletchley MK3 6RT

Changes to Repeat Prescription Ordering



IMPORTANT INFORMATION

Understanding changes that may affect you soon

What is changing?

From 2nd September 2019, practices in Milton Keynes will no longer accept prescription requests from Community Pharmacies or appliance contractors for the majority of their patients.

What does this mean for me?

If you currently:

Order your repeat prescription request at your Pharmacy

You will now need to:

Order your repeat prescription direct with your Surgery

Your Pharmacy and Surgery are aware of these changes. Collection and delivery of your prescriptions will not change. It is just the ordering process that will change.

What you need to do now...

You will need to request your repeat prescription from the Surgery in one of the following ways:

- Online via SystemOne on-line website or smartphone app (See the Surgery website for further information)
- Drop your request into the Surgery
- Post your request to the Surgery

Remember...

- Only order the medicines you need
- Reorder when you have 7 days' supply left
- Medicines returned to a Pharmacy cannot be re-used even if it is in-date and unopened
- Allow extra time for ordering over weekends and bank holidays

Why is it changing?

Many patients and health professionals are worried about the amount of medicines that are wasted each year.

When someone else orders medicines on behalf of a patient, they do not always know when medicines have changed or how much stock a patient has at home. This can sometimes lead to requests for medicines that have been stopped and a build-up of unused medicines.

- Patients ordering their own medicines through their GP surgery is safer
- It will help your GP understand what you are ordering and how often
- The improved system can help the NHS reduce the cost of waste medicines. Less waste means more NHS funds available for local healthcare.

