

Mr A Patient
1 Name Road
Torquay
TQ1 3LA

Date

Dear Mr Patient

Changes to repeat prescription ordering

We are writing to advise you about a new initiative that is being introduced across South Devon and Torbay. This change is being introduced by South Devon and Torbay Clinical Commissioning Group, who have responsibility for the majority of healthcare in this area.

The change to the ordering of repeat prescriptions is designed to improve safety and efficiency by reducing the amount of medication that is wasted, due to it being dispensed to patients and some or all of it not being used. The best way for this to happen is for you or your carer to order your prescriptions directly with the surgery as you will know what medication you have left at home.

Currently, a pharmacy may order your medication for you. This will no longer be possible from 2nd October 2017.

What do you need to do?

You (or your friend, relative or carer) need to order the repeat medication you need 7-10 days before you are due to run out to ensure the repeat prescription process can be completed in time.

The practice will no longer accept other third party requests from the date provided below. This includes all pharmacies, whether community pharmacies or online pharmacies or companies who order appliances for you (called appliance contractors).

How to order your repeat medication

If you have a computer, the quickest way to order the repeat medication you require is to use the online system. Our Reception team can support you in setting up an account. EMIS access allows you to:

- View/request repeat medication
- Manage appointments
- Request access to a summary of your medical record
- Add/change contact details

In order to start using this system, please come to the surgery to register and bring at least one form of identification with you. We will then give you a printout of your online access details for you to take away and register online at home. Alternatively, you can register online

initially at home at patient.info/patient-access and then call at the surgery with your identification to complete the process.

Repeat prescriptions can also be ordered in person at the surgery, or by posting your repeat prescription slip to us.

When is this happening?

The change will take place from 2nd October 2017. You need to make sure you do not rely on a third party to order your medication for you after this date.

How do I find out more?

We have enclosed a leaflet with more information.

Whom do I contact if I need more support?

If you feel you might need support ordering your repeat prescription, or you know someone who might need help, please ask for Charlie Thomas, the practice based pharmacist, or the prescription clerk on telephone number 01803 316333.

For more general issues or concerns regarding the nature of this revised process, please contact the Patient Experience Team as below:

The Patient Experience Team can be contacted in the following ways:

- Phone: 01803 652578 (lines are open Monday-Friday, 9am – 5pm). A voicemail system operates at busy times and out of hours, and we will endeavour to return your call during the next working day.
- Email: patientfeedback.sdtccg@nhs.net
- Write to: Patient Experience, NHS South Devon & Torbay CCG, FREEPOST RTEZ-YHRC-RZKZ, Pomona house, Oak View Close, Torquay TQ2 7FF.

Yours sincerely

The Chilcote Doctors