

What is this leaflet about?

We are changing the way you order your repeat medication at Spring Gardens Group Medical Practice

What is happening?

We will begin to reduce the times that the Prescription ordering line will be open for repeat medication requests over the telephone.

This means that patients who currently use our repeat prescription line to order medicines would benefit switching to one of the alternative methods outlined in this leaflet.

Why are we removing the telephone ordering option for repeat medication?

Patient safety is always our number one priority and this is the reason for changing the way that patients can order their repeat medication.

In 2015 the National Health executive reported around half a million errors relating to the incorrect supply of medication in the UK overall. Although 98% of these were reported to be minor and of little or no harm to the patient, it is clear that there is the potential for any mistake to be much more serious.

Requests for medication over the telephone have been pinpointed as having a greater degree of risk for a number of reasons

- Some requests over the telephone are not clear and it can be difficult to establish exactly which drug the patient wishes to order. This is particularly the case when a patient is on a large variety of regular medications.
- The current prescription line can take many hundreds of calls each day which creates great pressure on the Reception team and increases the likelihood of human error.
- Written requests for medication avoid any potential confusion and can be processed throughout the day in a planned way that minimises the risk of human error occurring.
- Reducing the number of telephone calls will allow staff to react more rapidly to patients in need of emergency medical help.

How do I order repeat medication if I am currently doing it by telephone?

We do understand that the reduction of the prescription line may cause some patients to be concerned about a loss of convenience. However there are a number of very well established, safe and easy to use ways to order your prescription in the future.

- **Via the NHS App.** This is the easiest and safest way to order your repeat medication. It provides you a list of all the medication you are taking, goes direct to our clinical system and allows you the option to leave a message in relation to your request.

- **In person** by using the tear off slip on the right hand side of your prescription. This can be handed in at our front desk or left in the prescription box just to the right of the front desk.
- **By post** (please enclose a stamped addressed envelope if you want your prescription sent back to you)
- **Through your local pharmacy.** Most pharmacies offer the service whereby patients can order their next supply of medication when collecting their current supply. The pharmacy team will confirm which items you will require, order the repeat prescription from the surgery on your behalf, collect it and have it ready and waiting for you when it is due.

If you need any help with switching the way you order your medication then please contact one of our Reception team who will be glad to help you switch to an equally convenient and safer alternative to the prescription line.