



**Waterloo Medical Centre
178 Waterloo Road
Blackpool
FY4 3AD**

Tel: 01253 344219/348619

19th September 2019

RE: Important changes to ordering of repeat prescriptions

Dear Patient

From Friday 1st November 2019, you will no longer be able to order your repeat prescriptions through your chosen pharmacy. You will now be required to order your prescriptions directly from your GP practice. If you already order in this way, you will not be affected by the change.

There will be no change to the way you collect your prescriptions. If your pharmacist currently collects your prescription and/or delivers it directly, they will continue to do this. To clarify how you notify the pharmacy that there is a prescription to collect, please contact your pharmacy to discuss their processes.

It is important that NHS money is used as efficiently as possible. Over-ordering, stockpiling and unused medicines cost the NHS hundreds of millions of pounds every year. Taking control and responsibility for your own medication has proven to be safer and reduce waste, allowing money to be used to fund other services to improve the health of people in Blackpool.

NHS Blackpool Clinical Commissioning Group (CCG), which is the organisation that buys and organises local NHS services, is working with us on implementing this new process, which is in line with changes across the rest of Lancashire and the wider UK.

Your prescription will need to be ordered using one of the following options:

1. **Ordering** online or via a mobile app – it is easier than you think and your GP practice will help you to set this up, meaning you can order 24/7.
2. **Drop off or post to the tick box slip** – this is the right-hand side of your prescription, selecting only the items you need. If you don't have your slip please put your request in writing listing the medications you require.
3. **Telephone** – Between the hours 9am – 2pm on 01253 344219 Option 2

Remember to allow enough time when ordering your repeat prescription for those items that you need. You should order when you have **seven days** of medicines left.

If you feel you might need support ordering your repeat prescription or you are a carer for someone who might need help, please contact your practice.

If you have any queries regarding this change please contact the Medicines Optimisation team at NHS Blackpool CCG on 01253 955480.

Yours sincerely

On behalf of the Doctors at Waterloo Medical Centre