

Dear Patient,

IMPORTANT NEW CHANGES TO ORDERING YOUR PRESCRIPTIONS

For many years we have accepted repeat prescription requests over the telephone. However, we are one of the last surgeries in the region to still be doing this and have been becoming increasingly concerned about the number of discrepancies we have been finding between what our patients think they have requested and what we supply. More concerningly, there are also a number of potentially risky errors that are occurring due to the misunderstandings that arise on the phone. It is likely that with the increasing complexity of repeat prescriptions, as well as the rising number of people taking repeat medication, that these problems will get worse.

To make our prescription service safer from 1st June 2022, the staff at Carnon Downs Surgery will no longer be taking any requests for prescriptions over the telephone. In the future, requests for prescriptions will need to be either by using your repeat medication slip, ordered on-line, or by registering for the Advance Repeat Ordering scheme.

There are several reasons for the change:

- The most important reason is safety. Some telephone requests can result in misunderstandings or mistakes.
- This change will reduce the number of phone calls to the surgery. It will be easier for patients phoning for appointments, advice or in urgent need of medical help, to get through.
- We hope that staff will be more available to you in the surgery.

Together with other practices in the area and nationally we have been encouraging people not to ring for prescriptions. We now intend to take this further as it has been found to lead to safer prescribing and improved telephone access.

YOUR HEALTH WILL NOT BE PUT AT RISK

Your health is our top priority. We want you to have a seamless service when you request your repeat medication. Please give some thought to how you will continue to request your repeat medication after June 1st. There are some options below.

To request a repeat prescription in future please do one of the following:

1. Keep the tear off half of the previous prescription, tick the medication you require and drop the slip into the box by the front door entrance here at the surgery.
2. Online with SystemOnline. You need to sign up at the surgery to use the on-line services, forms are available at reception. Then bring current photo ID and a personal email address plus a utility bill to the team to register for this service. Or why not download and use the NHS App which many patients now have to show their covid pass and link it to the surgery.
3. Register for the Advance Repeat Ordering Scheme. When you collect your prescriptions, you can select the medicines that you will need next month and agree a date when they will be ready for you. This scheme is perfect for patients who are on regular monthly medication and who attend their reviews with the nursing team.

Whichever method you choose, please allow 3 full working days for your prescription to be ready and some extra time if you are requesting something that is not on your regular order.

Yours sincerely

Dr Simpson, Dr Cook, Dr Embling, Dr Teff and Dr Cuff