

[date]

Name
Address 1
Address 2
Address 3
Town
Post Code

Dear Patient

Important changes to the way “repeat prescriptions” are ordered in your GP practice

You have been sent this letter because you have at least one medication that is a “repeat prescription” which you receive regularly without having to see your doctor each time.

What is changing?

If medicine is ordered for you by your pharmacy or a dispensing company, you will now need to order it yourself directly from your GP practice who will only accept requests for repeat prescriptions from you or your carer.

What is not changing?

If you or your carer already order repeat prescriptions from your GP practice, you will **not** be affected.

If you have your prescriptions collected from your GP practice and delivered to your door by your pharmacy or a dispensing company, this will still happen.

When is this happening?

The changes will take place from 1st September 2016.

What do I need to do?

You need to order your repeat prescription from your GP practice by using your preferred option below:

- **Online**
- **Handing in the white, tear off part of your repeat prescription to your practice**
- **Letter**
- **Fax (this will vary for each practice)**

Please only order the medicines that you need and don't order until you have 7 to 10 days of medicines left. Please allow 2-3 working days for the prescription to be issued and don't leave it until the last minute.

Why is this happening?

This is safer and more efficient. We have enclosed a leaflet explaining why.

How do I find out more?

The enclosed leaflet gives more information and contacts for further details.

Who to contact if you need more support

If you feel you might need support ordering your repeat prescription or you know someone who might need help, please contact the Patient Advice and Liaison Service (PALS):

- Phoning 0800 218 2333 (normal hours 9am - 5pm, Monday to Friday). A voicemail system operates at busy times and out of hours and we will endeavour to return your call by the next working day.
- Emailing CMCSU.PALS@nhs.net
- Or writing to: Medicines management, 3rd Floor, Merton House, Stanley Road, Bootle, L20 3DL

xxx

The xxx practice
NHS South Sefton CCG

PS. We had to ensure that every patient who may be affected received a letter, so your household may have received more than one copy of this letter.

On request this letter can be provided in different formats and languages.

Możesz uzyskać ten dokument na żądanie w różnych językach i formacie.

Quando pedido este documento pode ser providenciado em vários idiomas e formatos.

Pēc pieprasījuma, šo dokumentu var izsniegt dažādos formātos un dažādās valodās.