**Patient Information about the Burnley Locality Waste Reduction Scheme**



Many Burnley residents have a ‘repeat prescription’ meaning that they can regularly receive a certain medication without having to see their doctor each time.

There are various ways to order a repeat prescription from your GP practice:

* Order online\*
* At the surgery
* Via letter
* Via Fax
* Via community pharmacy

**Do you order your repeat prescription via your community pharmacy or dispensing company?**

Important changes to the way ‘repeat prescriptions’ are ordered via community pharmacies

\*Online ordering may not be available at all GP practices. Speak to your surgery for more information

**What is changing?**

From now, all GP practices in Burnley will only accept requests for repeat prescriptions from pharmacies where a member of pharmacy staff:

* has spoken to the patient **within 10 days** of the repeat request being due
* has checked with the patient which individual items are required

Where this has not taken place GP practices will refuse to accept the request. This may result in there being a delay in you receiving your regular medication.

The pharmacy will use the tear-off slip on the right hand side of your prescription to re-order your repeat. This may mean that you will need to leave this slip at the pharmacy when you collect your medicines. Please be aware that this slip may contain messages from the practice regarding your healthcare.

**Why is this happening?**

The GP practices have chosen to enforce these rules to address a serious safety concern. Evidence collected over the past 2 years has highlighted major safety concerns relating to inappropriate ordering for patients. Some patients have built up stocks of unused medicines. This change will mean that your GP has a better ability to monitor and control what medicines you do and do not use.

The conversation about whether each individual item is required has to take place **within 10 days** of the repeat request being due because this will give the surgery enough time to have your repeat prescription ready and time for you to collect or have the medicine delivered.

**Why does the conversation need to take place within 10 days of my repeat being due?**

The conversation should take place within 10 days because this improves the accuracy of the ordering of the repeat prescription.

Medicines can be started or stopped or the dosage altered at any time e.g. following appointments. Having the conversation as late as possible will ensure that medicines are up to date and accurate.

Finally, it is important that NHS money is used as efficiently as possible. We aim to save a large amount of money on unused medicines, money we will use to benefit the health of the people of Burnley.

Please let your surgery know if your community pharmacy does not have a conversation with you each month, within 10 days of your repeat request being due yet continues to deliver your medicines.

**What is not changing?**

Pharmacies that collect prescriptions from GP surgeries will still do so.

Pharmacies that deliver medications and other items to your door will still do so.

**How do I get more help understanding this change?**

If you feel you might need support ordering your repeat prescription or you know someone who might need help, please contact reception at your practice