

## My surgery has started to use the electronic prescription service (EPS), what does this mean?

EPS is a NHS service. If you normally collect your repeat prescription from the surgery; it will be sent electronically to the pharmacy of your choice. Remember that if you want to change your regular pharmacy you need to let the new pharmacy or surgery know.

## The doctor has put my medication on a batch prescription, what does this mean?

This means that the doctor has authorised a certain number of repeats for you. The authorisation for these batched prescriptions will be held at the pharmacy of your choice. They will dispense your medicines from the prescriptions held ready for you to pick up at your request. Speak to your pharmacist about how you need to request further supplies of medication.

## Did you know?

£5.5 million is wasted each year in Devon on unused medicines.

## This could pay for:

- 730 heart bypass operations
- Or 1,000 hip replacements
- Or 10,720 cataract operations

## Points to remember:

- Prescriptions will take up to one week to be ready from the point of ordering.
- When collecting medicines make sure it is still all required before leaving the pharmacy.
- Inform the surgery if there is medication on repeat which is no longer taken.
- Speak to your GP or pharmacist if you are getting side effects from your medication.
- If you have medication which you no longer require please return it to the pharmacy for safe disposal.

This leaflet is also available in Braille, large print and other languages on request.

## Contact us:

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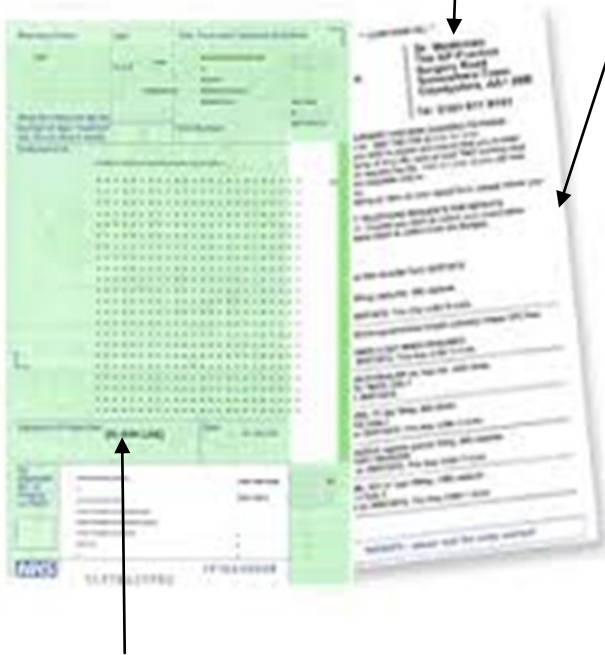
# Ordering and obtaining your repeat medication



## What is a repeat prescription?

This is a prescription which you can obtain from your surgery without seeing a GP each time. Your GP will decide when this is appropriate.

The *white* side is a list of medication which can be issued on 'repeat'. Depending on how you re-order your repeat medication the pharmacy may retain this.



The *green* side is the prescription, which you can take to a pharmacy to obtain your medication.

To obtain more of your repeat medication you need to tick the medication needed on the white side (repeat slip) and take it to your doctors. The prescription will normally be ready from the surgery within **three** working days.

Make sure that you order your medication in enough time so not to run out. **It is important to order only items required and not create a stock of medication at home.**

Other ways to order your repeat include via the surgeries online ordering; with a stamped addressed envelope or over the phone. **Check with your local surgery whether they use these methods or check your practice leaflet or website.**

## Common questions

### How long will the pharmacy need to get my medication ready?

In most cases your medication should be available at your chosen pharmacy within a further **two** working days.

### What if I have lost my white slip?

You can request your medication on a special slip available at reception. It is important that your request is in writing.

You can also ask your regular pharmacy to provide you with a suitable replacement.

Repeat prescriptions can also be ordered online and therefore the repeat slip is not needed.

## May I ask the pharmacy to collect my prescription?

Many pharmacies run services where they collect the repeat prescriptions. Please speak to your pharmacy for more information on their individual services.

If your pharmacy holds your repeat slip to re-order your medication for you, please make sure that they are made aware if your GP makes any changes to your medication so that this can be reflected when your medication is ordered.

## How do I get new medication that the hospital has recommended?

If you have seen a specialist or been in hospital your medication may have changed. If the hospital gave you a letter please take it to your surgery as soon as possible as it will contain information needed to change your repeat medication.

Before requesting any new medicines contact your surgery to ensure your records have been updated.

## What happens when my medication has 'reauthorisation required' next to it?

Medication can only be issued a certain number of times before it needs to be re-authorised. If your medication needs re-authorising you may need to allow extra time for this. Please speak to your surgery as to whether you will need to see your doctor for this re-authorisation.