

Ordering a repeat prescription at one of the Tyntesfield Medical Group practices?

Over the next few months, a repeat prescription hub will be set up for Backwell Medical Centre, Brockway Medical Centre, Towerhouse Family Practice and Long Ashton – this is to help standardise our repeat prescription process and make it more efficient for you.

Will this affect how I order and collect prescriptions?

No. You will still order and collect your repeat prescriptions in the same way as you do now. Your GP will continue to authorise and sign your prescriptions.

What is the benefit of having a repeat prescription hub?

The repeat prescription hub will provide a more efficient service for you. It will also help to reduce medicines waste. Currently medicines waste in North Somerset costs £1.2 million a year, which is equivalent to 75,000 GP appointments. By having the hub, we hope to help reduce this amount of waste.



Your request will go through our repeat prescription hub



NHS
North Somerset
Clinical Commissioning Group

WHAT'S IN YOUR CUPBOARD?

CHECK BEFORE YOU ORDER MORE

MEDICINES WASTE COSTS £1.2 MILLION A YEAR IN NORTH SOMERSET

STOP MEDICINES WASTE

Visit www.northsomersetccg.nhs.uk/medicineswaste for more information.

How you can help your practice

Make sure your GP practice has your up-to-date phone number so that the prescription team can contact you if they need further information about your request.

- If further information is needed before your repeat prescription can be processed, the prescription team will contact you directly – therefore incorrect contact details may lead to a delay in your prescription.
- Order at least three days before your medication is needed to ensure your prescription arrives at your chosen pharmacy in time.
- Only order the items you need for the next month to avoid having large stocks of medicines at home that you don't use.

- If you order a number of medicines, it is easier for your GP practice if you order them all at the same time. If you need help making sure that all your medicines run out at the same time, please contact the prescription team as listed below.

Patient Access Account

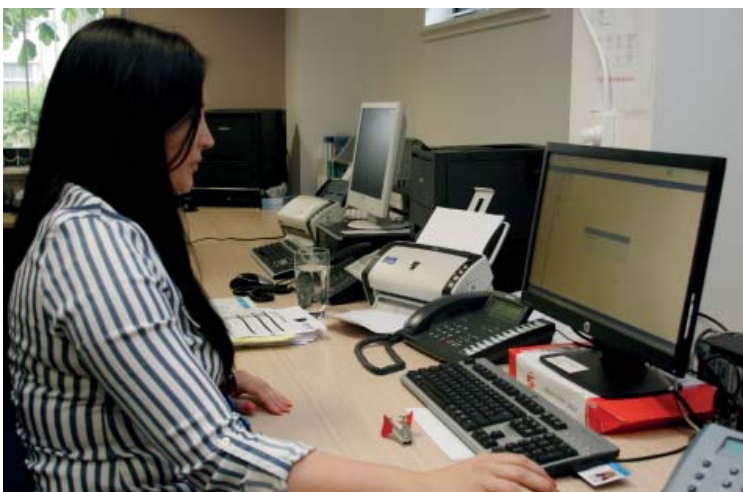
We may use Patient Access to send messages to you about your repeat prescription request, so remember to check your Patient Access account after you have submitted a repeat prescription request.

If you don't have access to an account and would like to use the on-line service - please contact your surgery for further information or visit:

www.tyntesfield.nhs.uk

Our repeat prescription policy

If you would like more information on how we process prescriptions, please pick up a copy of our repeat prescription policy from your practice reception or visit: www.tyntesfield.nhs.uk



If you would like further copies of this leaflet or in a different format, please contact North Somerset CCG communications team on 0117 900 2549, email: bnssg.comms@nhs.net

August 2017