

Dear Patient,

Changes for ordering your repeat medicines

Some time ago we reviewed the way repeat medicines are ordered at **Melbourne Park Medical Centre**.

You have regular repeat medicine(s) from the practice which are currently requested for you by the pharmacy. However from 1st April 2020 we will no longer be accepting repeat medicines requests from the pharmacies.

We have informed your regular pharmacy about this change.

Why have we done this?

- To enable clinicians to manage and monitor their prescribing efficiently , ensuring patient safety
- To encourage patients to manage their own medicines better
- To ensure that patients only order and receive what they require
- To reduce medicines waste

You or your carer will now need to order your repeat medicines directly from the practice. The pharmacy can still collect the prescription from the practice and deliver to your home if needed.

When you next order your repeat medicines, please do take time to order only the medicines you need for the next month and use up any old stock before you order any further items. If you do not need one of your medicines this time they will not be removed from your repeat medicines list and you can request the medicine the next time you need them.

You can order your repeat medicines as follows:

- You can order your medicines online by computer or smartphone – enquire at the practice for more information. You will need to provide ID to register for this service
- By dropping a request in - on your ordering slip, or just write down you name and ID details, and what you require on a slip of paper
- By post – you can post in your request
- By email – ncccg.reception.c84116@nhs.net **Please note that this email address is only monitored for prescription requests**

If you find it difficult to order your medicines using any of these methods please do not hesitate to contact the practice.

Many thanks for your cooperation

Melbourne Park Medical Centre

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