February 2023

Dear Patient

**Re: Repeat Electronic Dispensing (eRD) Prescriptions Service**

We are changing the way we issue your regular medication. We will issue a **repeat dispensing** prescription which will have a number of prescription issues on it e.g. a minimum of 3 months of medication to be collected monthly. This “batch” of prescriptions will be sent electronically to your existing nominated pharmacy. **This means that you simply collect your regular medication from your usual pharmacy each month without having to order it each month.**

If you wish to change your pharmacy later; you can ask the new pharmacy to set your nomination with them. Your regular medication will then be available at that pharmacy.

When your pharmacy supplies your last electronic repeat prescription, they will inform you. You will then have to contact your GP practice to ask for another set of electronic repeat prescriptions. You may need a review before another batch of electronic repeat dispensing prescription is authorised.

It is important to let your pharmacist know if you are taking any other medicines or if your medical condition changes. If you have any questions about your medicines, ask at the pharmacy, they will be happy to help you.

You do not need to do anything as the practice has set this up for you using your current preferred pharmacy, however if you feel this is not suitable or you have any concerns or questions regarding this change please contact the surgery as soon as possible.

**For further information and a step by step guide as to how this works please refer to the next page.**

**Should you have any questions or concerns please do contact us.**

**Kind Regards**

**King George & Manor House Surgeries**

**STEP BY STEP GUIDE TO HOW TO OBTAIN YOUR MEDICATION USING ELECTRONIC REPEAT DISPENSING (eRD) PRESCRIBING SERVICE**

**STEP 1**

If you have received a text from the surgery saying your prescription has been moved to this method of ordering, you do not need to do anything.

**STEP 2**

Request and collect your first eRD prescription from your chosen pharmacy. For patients using the NHS app, you will clearly see the date of the last prescription in the batch – ‘*Cannot order medication until…..*’ . For example, if we issue 6 months in January, the last month will be June. The app will not allow you to order further medication until the last batch month.

**STEP 3**

When you need your next month’s prescription, contact your pharmacy / go back to your pharmacy to request and collect.

Your pharmacy will ask you the following questions prior to issuing you your medications:

* Have you seen any health professionals (GP, nurse or hospital doctor), since your last repeat prescription was supplied and has your health conditions changed?
* Have you recently started taking any new medicines – either on prescription or that you have bought over the counter?
* Have you been having any problems with your medication or experiencing any side effects?
* Are there any items on your repeat prescription that you don’t need this month?

Please inform the pharmacy of only the medications you need, so they can issue what you require. This will aid waste reduction and save NHS resources.

If you have any questions about your medicines, just ask at the pharmacy; they’ll be happy to help you.

**STEP 4**

When your pharmacy supplies your last prescription, they will advise you to contact your GP practice to arrange for your medication to be reviewed. Please allow at least 5 working days for us to issue a further batch, and please make sure you have any monitoring required (blood tests or blood pressure readings etc).

**Should you have any other questions or concerns regarding this process please contact the Surgery or your Pharmacy.**