



Elm Hayes Surgery

Electronic Prescription Service

Frequently Asked Questions

What is an Electronic Prescription?

This service allows your GP to send your prescription electronically to the Pharmacy you choose to get your medication from, without the need for any paper. The Electronic Prescribing system is reliable, secure and confidential.

Why should I use the Electronic Prescription Service?

One of the main benefits of the Electronic Prescription Service is the ability to use a system called electronic repeat dispensing, for patients who are on regular repeat medicines.

The change with this system is that once approved by the GP, the pharmacist will be able to dispense patient's medication at monthly or two-monthly interval or until the next medical review is required, without the need for the patient or pharmacy to order prescriptions from the doctor's surgery every month or two months.

How can I use the Electronic Prescription Service?

- ▷ You will need to 'nominate' a pharmacy to receive your prescriptions electronically. You can ask a member of staff in the pharmacy to arrange this, or a member of staff in the surgery.
- ▷ You can then continue to order your prescriptions in the usual way, but instead of paper prescriptions being collected by you or your pharmacy, the prescriptions will be sent to them electronically.
- ▷ Electronic repeat dispensing will not usually be set up straight away. If appropriate, your GP will set this up when your medicines are next reviewed e.g. after your annual check.
- ▷ You should try to ensure that on most occasions you collect your prescriptions from your nominated pharmacy. However, if you don't wish to use your nominated pharmacy for a particular prescription just make sure you let the surgery know when you request the prescription. For example if you wish to collect a prescription from the surgery reception, or a different pharmacy.

What if this doesn't work for me?

- ▷ Nomination is very flexible and can be cancelled at any time by asking a member of staff at the pharmacy or the surgery.