

# A Doncaster wide initiative

## from Community Pharmacy Doncaster (LPC)

Dear Patient,

We would like to make you aware of the **7 Day prescription order & collection timeframe** required for regular repeat prescriptions.

As a result of the NHS moving to the electronic prescription model, it now takes at least 7 days to prepare patients' regular repeat prescriptions. Prescriptions are **not** ready for collection as soon as they are sent from your GP practice to the pharmacy. There are a number of checks and steps that need to take place, including sourcing stock from an ever more challenging supply chain.

We therefore encourage you to **plan ahead and allow enough time** to contact your GP and order your medication at least **10 days before it runs out**.

**Note:** It is important that you do not stockpile medicines. If you order when you have 10 days of medication left, your prescription will be ready in 7 days' time.

You will therefore have 3 days of medication left when you collect your prescription, ensuring you have a few days left before running out should something prevent you from picking your prescription up on day 7.

Your local pharmacy team will, of course, support you to ensure you receive your medication when it is required but you must take responsibility and allow sufficient time to order medication from now on.

This new 7 day timeframe brings with it numerous benefits. Pharmacy teams will be able to respond quicker for requests for advice and for acute and urgent medication. Having to return to the pharmacy to collect medicines that were out of stock, will occur less often.

If you have any questions relating to the information in this letter, please don't hesitate to speak to your GP or local pharmacy team.

Ordering your prescription when you have 10 days of medication left will significantly reduce the chance of running out which puts more pressure on the NHS to deal with urgent prescription requests.

Please help us to help you.

Best wishes

Your Pharmacy Team

