

# NHS Patient-Led Ordering of Medicines

## Putting You in Control of Your Repeat Prescriptions

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### What Is Patient-Led Ordering?

The NHS is introducing **Patient-Led Ordering** in GP surgeries.

This means **patients (or their carers)** will now order their **repeat prescriptions directly from the GP practice**, rather than the pharmacy doing it for them.

You'll still collect your medicines from your chosen pharmacy — but you will be in charge of when and what to order.

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### Why the Change?

This new system is being introduced to:

- ✓ **Reduce medicine waste** – stop repeat items being ordered when not needed
  - ✓ **Improve safety** – make sure only the medicines you still take are ordered
  - ✓ **Give you more control** – you decide what you need and when
  - ✓ **Improve efficiency** – reduce unnecessary work for GP and pharmacy staff
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### How It Works

Under Patient-Led Ordering:

1. **You order your own repeat prescriptions** directly from your GP practice.
2. **Pharmacies will no longer order medicines for you** (unless you are exempt).
3. **You can order in several ways:**
  - Through the **NHS App**
  - Using your **GP surgery's online system**
  - **In person** at your practice (using your repeat slip)
  - **By post** (if your surgery allows)

Your prescription will then be processed and sent electronically to your nominated pharmacy for dispensing as usual.

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### Who Is Affected?

Most patients will move to this system.

However, **some patients may continue to have their pharmacy order on their behalf** — for example, if you:

- Are **housebound or live in a care home**
- Have **learning disabilities, dementia, or severe illness**
- Have **no access to online options**
- Are otherwise **unable to manage ordering safely**

Your GP surgery or pharmacy will discuss and agree this with you if needed.

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## When to Order

- **Order only what you need**
- **Allow 5 working days** before you need your next supply
- **Check what medicines you still have at home** before ordering
- **Do not order every item** unless you are running out

This helps keep you safe and reduces unnecessary NHS costs.

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## Helpful Tips

- **Download and register for the NHS App** – it's the easiest way to manage your prescriptions
  - **Nominate your preferred pharmacy** (your GP practice can help)
  - **Set reminders** on your phone or calendar to order on time
  - **Ask your GP team** if you're unsure what to order
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## Benefits for Everyone


For Patients	For GP Surgeries	For Pharmacies	For the NHS
More control & flexibility	Fewer admin calls	Clearer workload	Less waste
Safer, up-to-date medication	Better safety oversight	Fewer duplicate orders	Cost savings
Easier access via NHS App	More time for patient care	Improved communication	Improved safety

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## Questions or Support

If you're unsure how to order or need extra support, please speak to your **GP practice** or **pharmacist**. They can help you set up ordering online or discuss alternative arrangements if you cannot order yourself.

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 **Together we can make medicines safer, reduce waste, and give patients more control.**

**Thank you for helping us improve care and protect NHS resources.**