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## **Important changes to the way repeat prescriptions are ordered in South Devon and Torbay**

Dear Patient,

Currently you may receive your medication from your pharmacy using a “managed repeat” ordering scheme. This system can be wasteful because many people may not use the expected amount that is dispensed to them. To avoid this waste, your GP would like to ensure that only what you actually need is ordered. The best way for this to happen is for you (or your carer) to order your medicine 7-10 days before you need it. You (or your carer) are the best people to do this as you will know what medication you have at home.

### **What do you need to do?**

**You will now need to order it yourself using the repeat prescription ordering form (white repeat counterfoil/ repeat piece/white slip)**

*Repeat prescriptions can be requested at the practice, through the practice’s website, by fax or by letter. You can also hand your prescription request in at your pharmacy whose delivery drivers visit the GP to drop off repeat requests and collect prescriptions at least once a day. (Please note that we do NOT accept requests by telephone.)*

We ask you to only order medicine when needed, check how many days’ medicine you have before ordering a new prescription. Please aim to order when you have 7 to 10 days of medicines left.

(Your GP requires as least 2-3 working days to provide the prescription and your pharmacy will need 3-5 days after receiving the prescription to order and assemble it for collection).

### **When is this happening?**

The changes will start to take place from **July 2016**.

### **How do I find out more?**

We’ve enclosed a leaflet, with more information.

### **Who to contact if you need more support**

If you feel you might need support ordering your repeat prescription, or you know someone who might need help, please contact the Patient Experience team

- Phone: 01803 652 578 (lines are open Monday-Friday, 9am-5pm). A voicemail system operates at busy times and out of hours, and we will endeavour to return your call during the next working day.
- Email: [patientfeedback.sdtccg@nhs.net](mailto:patientfeedback.sdtccg@nhs.net)
- Write to: Patient Experience, NHS South Devon and Torbay CCG, FREEPOST RTEZ-YHRC-RZKZ, Pomona House, Oak View Close, Torquay TQ2 7FF

On behalf of Parkhill and Sherwell Valley Medical Practices