

Ordering your repeat prescriptions is changing



What are repeat prescriptions?

Many people have repeat prescriptions; this means you can get your medicines on a regular basis without having to go to your GP Practice every time.

Some people order these repeat prescriptions themselves and others choose to use a pharmacy or dispensing company to order medicines on their behalf.

What is changing?

From 01 September 2026, you (or a person nominated on your behalf) will have to order repeat prescriptions directly from your GP practice.

You will no longer be able to order repeat prescriptions through your pharmacy, an online pharmacy or other dispensing contractor.

What is not changing?

If you already order repeat prescriptions from your GP Practice, you will not be affected and don't need to do anything.

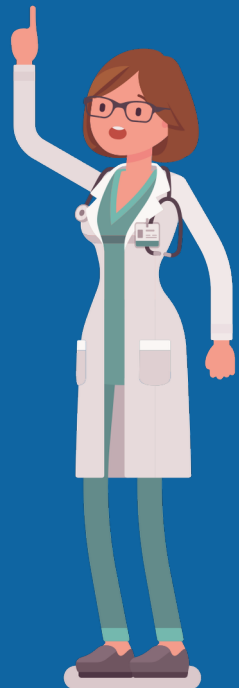
If you collect your medicine from your local pharmacy, or have it delivered to your door you can continue with these arrangements.

If you receive your medication through a monitored dosage system, for example a dosette box or a blister pack, this change will not affect you.

Repeat Dispensing

Ask your GP Practice or pharmacy about Electronic Repeat Dispensing.

It's quick and easy and can save you time.



What do I need to do?

From 01 September 2026, or earlier, you need to ask your GP Practice for a repeat prescription. There are a number of ways to do this:

OPTION 1

Order through the NHS App

Download the NHS App from the App Store or Google Play.

To use the app, you'll need to create or sign in with an NHS login. If you already use online GP services, you can use the same login details.

You may be asked to verify your identity using photo ID (such as a passport or driving licence). This might include taking a photo and recording a short video to confirm it's you.

If you're unable to verify your identity online, your GP practice can help.

If you need to manage someone else's healthcare, you can request proxy access through your GP practice, where appropriate.

More information can be found on your GP practice's website.

OPTION 2

Order online via your GP Practice website

First, register with your GP Practice for their online services.

To do this, visit your Practice with photo ID (passport or driving licence) and complete a short form.

OPTION 3

In person, at the surgery

Simply write your details and medication required on a slip of paper and drop it into your GP Practice.

The new way to order your repeat prescription

1. I need to order my medicine

Only order what you need

We ask that you only order medicine when you need it.

It takes 7-10 days to request and complete a prescription, make sure you have enough to use until your next prescription is ready.

You don't have to get every item listed on your prescription every time. If you've got enough of one medicine then don't order it. You can still request it if you need it in the future.

2. When do I order my medicine?

Order at the correct time

Your GP Practice will need 2-3 working days to issue a repeat prescription.

Your pharmacy needs a further 3 days to process your prescription.

3. How do I get my medicine?

Collect your medicines

You can continue to collect your medicines or have them delivered.

Speak with your nominated pharmacy to carry on this arrangement.



Why is this change needed?

This is safer and more efficient

These changes will help to address safety issues. Under the old system, some patients found that they began to build up a stock of unused medicines that had to be stored safely and used within a certain date.

The new system will help your GP practice to better check and monitor the medicines you do and do not use. This will help when discussing and choosing the right medicines for you during your medication review.

In addition, the new way of working will make the re-ordering of your prescribed medicines simpler for you and your GP and help give you a better understanding of your medicines and why you are taking them.

NHS resources are precious and these changes will help to reduce medicines waste (stocks of unused medicine) paid for by the NHS. By working together we estimate we can save, locally around £2m* each year. We can spend this money on improving local health and care services for local people.



What if I'm worried about not being able to manage this change?

If you are unable to order your own medicines, could a relative or carer do this on your behalf? If this is not possible then please speak to your GP Practice or your local pharmacy who will be able to help you.



*Based on similar areas that have already made this change

Your personal details

- update your contact details
- easily see your NHS number, when you need it
- record your organ donation decision
- sign up to be part of research

Your data and permissions

The NHS App does not store any patient data. It lets you securely view health information held by your GP surgery and other NHS services.

It uses secure login, including fingerprint, face recognition and passkeys, to keep your information safe. You can manage these settings in your profile.

Help and support

If you need help using the NHS App, you can:

- select App help in the top right corner of the app
- visit nhs.uk/nhs-app
- ask at your GP surgery for help

Download the NHS App from the Apple App Store or Google Play, or scan here:



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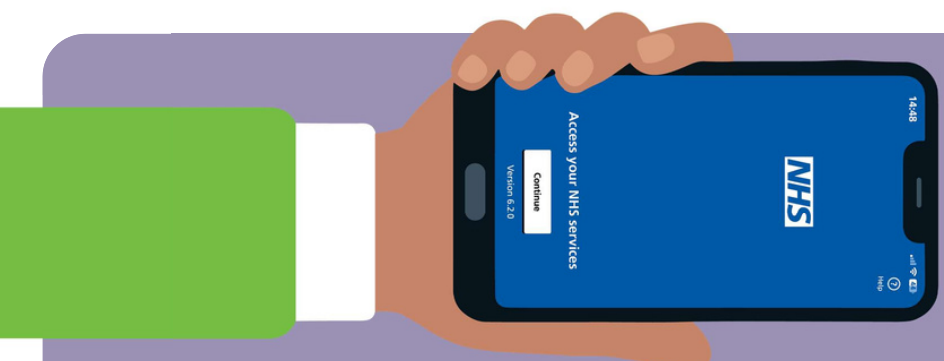
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Tap the NHS App

- ✓ Request repeat prescriptions
- ✓ Book and manage appointments
- ✓ Read your healthcare messages
- ✓ See your test results and appointment notes
- ✓ And much more...

Access NHS services quickly, easily and at a time that works for you



What is the NHS App?

The NHS App is provided by the NHS. It gives you easy access to NHS services and health information on your phone or tablet. You can also log in on a computer at nhs.uk or contact your GP in the usual ways.

You can use the NHS App if you are aged 13 or over and registered with an NHS GP surgery in England or the Isle of Man.

To get full access to the growing number of services in the NHS App, you will need to prove who you are. Go to nhs.uk/nhs-app for help setting up the app.

Not all services are available to everyone. What you can access depends on the services offered by your GP surgery.

What you can do in the NHS App

Prescriptions

- request repeat prescriptions
- check if medicines are ready to collect
- see past and current medicines
- choose a pharmacy
- use a digital barcode instead of a paper prescription

Appointments

- ask your GP about a health problem
- check for GP surgery appointments
- change or cancel appointments
- see your appointment notes
- request a letter or information, such as a fit note (sick note)
- see some hospital and specialist referrals and waiting list information

Test results

- see your latest results and your test history
- you may be able to see trends over time, with visuals to help explain what they mean

Vaccinations

- check and book vaccinations
- see your vaccination history

Health conditions

- see information about your health conditions, allergies and adverse reactions

Documents

- see letters and documents from your GP surgery or hospital

Find trusted NHS information and support

- check your symptoms using 111 online
- use the NHS Health A to Z
- find NHS services near you

Messages

- read messages from your GP surgery, hospital or specialist doctors
- get appointment reminders including vaccination and screening invitations
- you may be able to send or reply to some messages
- **turn on notifications so you know when you get a new message in the NHS App**

Family and carer access

You can switch profiles in the NHS App to help manage health services for an adult or child you care for.

You must both be registered at the same GP surgery. You can then do things like request repeat prescriptions for them.