

# HOW PATIENTS CAN ORDER REPEAT PRESCRIPTIONS ELECTRONICALLY WHAT YOU NEED TO KNOW



## How to request regular repeat prescription from a GP practice electronically

There are two easy options:

1. Patients who have previously registered with their practice to order repeat medicines and have a user name and password can continue to use this route, or
2. Patients can **use the NHS app**



The NHS App is available now and is FREE to download on Google Play and the Apple App stores.

Setting up the NHS App login is simple and the app will guide you. It takes around 15 minutes to complete registration and around 2 – 4 hours before authorisation is complete, however due to increased demand during COVID-19 crisis it may take up to 4 days

Most patients can register and verify their identity through the app, rather than visiting the practice. Once they are registered, patients can book appointments and ask for repeat prescriptions without needing to call or visit the practice.

## Who is it suitable for?

- The NHS App is for people aged 13 and over who are registered with a connected GP surgery.
- 95% of surgeries are now connected to the NHS App.

## With the NHS App you can:

- check your symptoms
- book appointments – search for, book and cancel appointments at your GP surgery
- order repeat prescriptions – see your available medications and request a new repeat prescription
- view your medical record – get secure access to your GP medical record
- register to be an organ donor
- choose how the NHS uses your data
- view, set and change their electronic prescription service (EPS) pharmacy nomination

## Please remind patients:

- To only order the medicines they need and
- Not re-order until two weeks before they are due, this minimises stockpiling of medicines but gives the GP practice and the pharmacy time to process and dispense the prescription

## How to set up the NHS app

Most patients **do not** need to go to the surgery to set it up, the ID checks are done centrally.

### What you need:

You need one of the following documents:

- a passport
- a UK driving licence (full or provisional)
- a European driving licence (full)
- a European national identity card

The Patient support page for the NHS app is available at <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/help/>

An email address and phone number.

### Then

- Download the app
- Create an account by entering the details requested
- Verify the e-mail address by the link sent to you (check spam folder)
- Verify the phone number using the code they send you (mobile and land line work)
- Take a photo of your passport or driver's license as per the instruction
- Take a short video of yourself saying the code they give you on the screen
- Submit
- Wait until it is verified – the DVLA and passport office do this.
- Log on and you are good to go.

Using the NHS app and ordering on line saves people visiting the surgery or pharmacy and should be actively encouraged for all, who are willing and able to use it where eRD isn't suitable.

If you want to promote the service to patients with a poster (complete with QR code) or by video if you have a screen, these can be downloaded at:  
<https://digital.nhs.uk/services/nhs-app/prepare-your-practice-for-connection-to-the-nhs-app/tell-your-patients-about-the-nhs-app>



### Patients who cannot use the NHS app or online ordering:

The GP must ensure there is a way for these patients to order their repeat medicines. This could be by the usual paper request, by telephone or email. Your pharmacy may be able to assist by ordering on behalf of the patient directly with the GP practice. Please ask your local practice how they are handling this so you can advise patients. (eRD could be a solution in some cases).

### Electronic Repeat Dispensing Service (eRD)

If patients are taking the same medications every month and there are no planned changes then they may be eligible for **Electronic Repeat Dispensing (eRD)**.

Due to the COVID -19 crisis many GPs are assessing patients to see if they would be suitable for ERD. Patients on regular medication should be advised that their GP may contact them about this especially if they are taking 1, 2 or 3 regular medicines.