

# May 2015 newsletter from Park View Health Partnership

## A new way to get your medicines

A new system has been created to make it easier for you to pick up your repeat prescription. It is called the Electronic Prescription Service, or EPS for short. This is an NHS service that sends your prescription from your Practice to the Pharmacy without the need for a paper copy. You simply let the practice know which pharmacy you would like to nominate and this pharmacy will receive your prescription directly from your GP, via the Electronic Prescription Service (EPS). (Alternatively you can let the pharmacy know that you would like to have them as your nominated pharmacy.)

With EPS you will not have to visit your practice to pick up your paper prescription any more. You will have more choice about where to get your medicines from because you can choose a pharmacy near to where you live, work or shop. EPS is reliable, secure and confidential and your electronic prescription will only be seen by the same people in GP practices and pharmacies who see your paper prescription now.

This makes the prescribing and dispensing process more efficient and convenient for both patients and staff.

### **What does this mean for you?**

- No need to visit the GP practice to pick up prescriptions – they're sent electronically to the pharmacy or dispensing appliance contractor of their choice.
- Patients can nominate a dispenser for their prescription to be sent to which can be changed at any time.
- No paper prescription to lose.
- If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time.
- You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop.
- You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive, although you should allow up to four hours to obtain a one off prescription from the pharmacy.

### **Is this service right for you?**

Yes, if you have a stable condition and you:

- don't want to go to your GP practice every time to collect your repeat prescription.
- collect your medicines from the same place most of the time or use a prescription collection service now.

It may not be if you:

- pick up your medicines from different places.

### **How can you use EPS?**

You need to choose a place for your practice to electronically send your prescription to. This is called *nomination*. Ask any pharmacy or dispensing appliance contractor that offers EPS or your GP practice to add your nomination for you. You don't need a computer to do this but the practice needs to be able to show that you chose the pharmacy so there's a piece of paper to fill in, available from the practice or the website (<http://www.parkviewhealth.co.uk/EPStnom.pdf>)

### **Can I change my nomination or cancel it and get a paper prescription?**

Yes you can. If you don't want your prescription to be sent electronically tell your GP. If you want to change or cancel your nomination speak to any pharmacist that offers EPS, or your GP practice. Tell them before your next prescription is due or your prescription may be sent to the wrong place.

### **How do I order more repeat medication if there's no paper prescription?**

The pharmacy will print off the white side of the prescription with all your repeat medication on it, so when you need to order more, you can give it to the practice as you currently do to obtain repeat medicines.

### **When can I start?**

The practice will start issuing electronic prescriptions to all patients who have nominated a pharmacy. The system will be able to go live from 18 June, so you need to get your nominations in before then.

### **I need more information...**

There's a video and more information here: <http://www.cfh.nhs.uk/eps>

## Accessing your medical information

Patient online is the name of the national programme which offers and promotes access to booking and cancelling of appointments, ordering repeat medication and access to a summary of your medical records to include recorded allergies, adverse reactions recorded immunisation status and medication. You can access your records by visiting the practice with photo ID and completing a registration form. You will then be given access instructions and a password. If you forget or lose your password, you will have to revisit the practice to obtain a further password. Every patient has a right to be able to access this information, but with this rights also comes a responsibility to keep the information safe and secure. Patients aged 16 and over will be able to register for online access but we are unable to offer access to parents for their children under 16.

## New documents online to help you

When you can't hear, and you need your ears cleared, we ask you to prepare the ear canal so that we can undertake the procedure. However, the wax needs to be soft enough and we have written this [helpful guide to preparing your ear canal](#) for any ear syringing procedure to be successful at the first attempt. You are welcome to download it from the website at any time.

There are a number of eye conditions that don't need a GP referral and you can go straight to an optician if you have any concerns. The list of accredited optometrists in the area who work under this ACES scheme can be downloaded [here](#).

### **Flu vaccination for children.....**

We are arranging flu vaccination clinics for children aged between 2 and 4 years in the autumn already! To ensure that we can accommodate you all, when's the best time for you to bring your kids to the practice to get their protection? Please let us know in our [survey](#).