

**RIVERSIDE SURGERY
LE MOLAY LITTRY WAY
BOVEY TRACEY
NEWTON ABBOT
DEVON
TQ13 9QP**

**TEL: (01626) 832666
FAX: (01626) 835462**

**TOWER HOUSE SURGERY
MARKET WAY
CHUDLEIGH
NEWTON ABBOT
DEVON
TQ13 0HL**

**TEL: (01626) 852379
FAX: (01626) 853056**

IMPORTANT CHANGES TO THE WAY YOU ORDER REPEAT PRESCRIPTIONS FROM 1st February 2017

If your medication is ordered on your behalf by your pharmacy or a company, you will need to order it yourself directly from the surgery from the 1st February when we will only accept repeat requests from you or your carer.

You can request your repeat prescription by:

- **SystmOne Online**- with direct access to your medical records. To register for this service please visit our practice website or speak to a Receptionist.
- **Practice website** - www.towerhousesurgery.co.uk
- **In person** by dropping off your repeat prescription request at the surgery. You can place the request in the external letter box if we are closed or the internal letter box in the foyer so there is no need for you to queue at the desk.
- **Fax** – Riverside 01626 835462
 Tower House 01626 853056
- **Post**

For reasons of patient safety, we are unable to accept requests over the telephone, except for the housebound.

Before ordering a repeat prescription you should check how much medicine/tablets you have left, and only order items that you actually need.

Requests should not be made more than 14 days in advance of your medication running out, unless you let us know why, for example you are going on holiday.

You need to allow two working days to collect your prescription from the surgery, or three working days to collect your medication from the pharmacy.

Why is this happening?

GPs will be able to monitor and control more effectively the medicines you do and do not use. This will help them choose the right medication for you. The change will also reduce the chance of patients building up a stock of unused medicines.

**DR JOHN HEATHER, DR KEITH MAYBIN, DR WILLIAM KINSELLA, DR BEN WARD,
DR FRANCESCA VASQUEZ, DR DEBORAH HUGHES, DR TRISTAN OXENHAM, DR DANIEL THOMAS &
DR PAUL RUSSELL**

THE BOVEY TRACEY AND CHUDLEIGH PRACTICE

Unused medicines cost the NHS in south Devon and Torbay £1.56million every year. The change will reduce this loss, and the money saved can then pay for other health services.

If you have an existing arrangement for your prescription to be sent directly to your pharmacy, this will not change.

We will be writing to all our patients but for more information about this change see our practice website or pick up a leaflet from the surgery.

If you have any concerns about this change please speak to Sarah, our Practice Pharmacist or contact the Patient Experience Advice and Complaints Service for South Devon and Torbay CCG on 01803 652 578.