



DORSET
General Practice
Alliance



NHS Dorset Waste Medicine Campaign, Only Order What You Need

Background

NHS Dorset estimates that 80% of the cost of prescribing in primary care is generated from repeat prescribing. This equates to more than £9m per month in Dorset. We estimate that if 1 in 20 medicines are not reordered in February / March, the system may save up to £1m. NHS Dorset will be launching a public campaign to support realisation of these savings: 'Repeat Prescription? Only order what you need.' We will be asking people to check their medicine supplies before ordering to support reduction of waste in Dorset. We need your help to make this campaign a success.

There are two phases to campaign. Phase 1 February 2024 onwards centres on raising patient awareness of the campaign and concept: 'Repeat Prescription? Only order what you need.' This will encourage patients to check their cupboards etc. before reordering medicines. Activities supporting the campaign are described below.



Phase 2 will be about patients taking more responsibility for ordering their own medicines via the NHS app or other online mechanisms enabled by their GP Practice. This will enable community pharmacies to reduce the amount of resource used to support patients ordering repeat medication and reinvest this into supporting delivery of clinical services. From the 1st of April 2024 the aim will be to reduce repeat requests made via community pharmacy with some exceptions for example patients residing in care homes, this will be considered in more depth before phase 2 launches. There will be more communication regarding this in due course and we will continue to take a collaborative approach.

What NHS Dorset will do:

Produce Public facing comms to support the campaign: Facilitate patient messaging from GP surgeries social media, radio, local papers, practice websites & patient participation groups. We will provide further information on phase 2 when phase 1 is launched and embedded.

What we need you to do:

Phase 1: Community Pharmacy & General Practice

When patients make contact to order their repeat prescriptions, they should be prompted to only order what they require and check what they already have at home. Every Community Pharmacy will receive a poster and table talker in the post to support phase 1. If you are able to display one or both we would be really grateful. Assets for the campaign can be accessed [here](#).

Phase 2: Community Pharmacy

Encourage patients to use other methods available to order medicines at their practice. Support patients to be able to use alternative order methods e.g. by use of the NHS App, or supplying a repeat re-order slip if available.

Phase 2: General practice

Patients should be encouraged to order repeat medicines directly from their practice **via the NHSapp** or other suitable electronic means where they are able to. We must ensure that other viable options remain for patients who are unable to do this – such as the dropping repeat slips directly to the practice.

Summary

We want to ensure that we come together to:

- Manage patient expectations.
- Strengthen communication between General Practice and Community Pharmacy
- Reducing the number of short notice routine repeat prescription requests.

We understand that alongside repeat prescription management that stock issues are also having a massive impact on Community Pharmacies and General Practice.

We have developed a form for communicating stock issues for individual prescriptions where there is not already a process in place. Community Pharmacies and General Practices are encouraged to develop ways to agree and communicate suitable alternatives which are in stock in the event of shortages of medications. NHS Dorset and Community Pharmacy Dorset are setting up and chairing quarterly PCN meetings for Community pharmacies and GP practices, if you have not received an invitation please contact Community Pharmacy Dorset admin@dorsetlpc.org.uk if you are a community pharmacy or Primary.Care@nhsdorset.nhs.uk if you are a GP practice.