

## **Changes to how you order repeat medication**

From **1 September 2026**, you will **no longer be able to order your medication through your local pharmacy**. All GP practices in Tamworth are bringing in this change.

### **Why is this changing?**

Pharmacies have helped by ordering medicines, but they don't always have the latest information about your prescriptions. Only your GP has the most up-to-date records.

For example:

- Your medicine might be changed during the month
- A medicine might be stopped by your GP or consultant

This can lead to:

- Mistakes in orders
- Wasted medication
- Extra cost to the NHS

### **When does the pharmacy service stop?**

You can use your local pharmacy to order prescriptions **until 6pm on Friday 28 August 2026**.

### **Does this affect everyone?**

Yes.

The only exception is if your medicines come in a dosette box, blister pack or tray prepared by the pharmacy. In this case, you can still order these medicines via your pharmacy.

### **How to order from 1 September 2026**

You can order your repeat prescriptions in these ways:

- **NHS App** – you can download and use it to order medication. If you are not familiar with using the NHS App, you can find out more information on this link [NHS App - NHS](#).

Click this link to see videos on how to use the NHS App [Videos about how to use the NHS App – NHS App help - NHS](#)

- **Your GP's online system**
- **Paper form** – tick what you need on your prescription slip and:
  - post it to your GP or put it in the box at reception.
- **Email** your request to:  
heathviewprescription.requests@StaffsStokeCCGs.nhs.uk

# FREQUENTLY ASKED QUESTIONS

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## What is meant by repeat medication?

**Repeat medication** is medicine that your doctor has agreed you need to take **regularly**, often for a long time.

This means you don't need to see your GP every time you need more — you can just **order it again (repeat it)** when you're running low.

## Why doesn't my pharmacy have access to my most up to date list of medicines?

Pharmacies and GP practices use **different computer systems**, so they don't share information automatically.

Your GP keeps your **full and up-to-date medical record**. This information is private and must be kept secure, so it cannot be shared freely with other systems.

## Why do you want me to use the NHS App?

The NHS App is by far the simplest and safest way to order medicines. It is free, easy to use and up to date. As soon as any change is made by someone at your GP practice, the change will appear on your app within 24 hours.

The NHS App is also great if you travel. You can order your medicine whilst you are away and have it ready for collection on your return. You can also request to collect your medicine from a different pharmacy in the UK if you need to.

You will also be able to see appointments, vaccinations and test results on the NHS App so you can use it to check on these without needing to contact your GP practice.

## I don't know how to use the NHS App

The NHS App is very simple to use. Over 39 million people already use it.

You can use it on a computer, a tablet or a smartphone.

Videos showing a step-by-step guide on how to install it and use it are available by clicking this link: [Videos about how to use the NHS App – NHS App help - NHS](#)

Your GP Practice staff and staff at your pharmacy may also be able to help.

Some libraries also have volunteers who can help you set it up. A list of the libraries is available via this link [NHS App - Staffordshire and Stoke-on-Trent, ICS](#)

## How do I order my medicines if I don't use a computer, tablet or smartphone?

Ordering via the NHS App is by far the simplest and safest way to order your medicines. But we know some people do not use computers or smartphones or do not have anyone to do it for them. You can still order via your GP surgery and using paper request forms. Speak to your GP surgery about the options you have and visit their webpage [PRACTICES INSERT YOUR WEBPAGE LINK HERE]

## A relative orders my medication for me. Can they still do this?

Yes. They can use one of the methods listed on our webpage if you have told your GP surgery that you are happy for them to do this on your behalf.

## How do I order a medicine that is not on my list?

If you used to have a medicine in the past, but you have not had it for a long time, it might not be on your repeat medication list. You should contact your GP practice. They will be able to check if you need to see a doctor, nurse or pharmacist again and if it is safe for you to have.

Medicines you take **for a short time** to treat a problem that doesn't last long are called acute medications. Simple examples are:

- Antibiotics for an infection
- Painkillers for an injury
- Cream for a rash

If you feel you need more, you will need to contact your GP practice to see if it is still safe for you to have or if they need to do any checks before they can prescribe it for you again.

## Can I still collect my medicine from the pharmacy?

Yes, and you can still choose which pharmacy you want to collect your medicines from.

## What is a dosette box/blister pack/tray?

Some people need assistance with the timing of their medication. Dosette boxes/blister packs or trays are containers that hold all your medications for a week or longer in sections. The medicines you need each day at different times are prepared by the pharmacist. If you have your medicines prepared like this by your pharmacy, you can still order them from your pharmacist for the time being

They usually look like this:

