



Barnfield Hill Surgery
Inclusion Health Devon
Southernhay House Surgery
St Leonard's Practice
Whipton Surgery
Wonford Green Surgery

FAQ/Communication for Prescription HUB

Your prescription will now be sent to our prescription HUB to be processed. The HUB is part of the practice and not an outsourced service. There won't be any changes to your medications but the way you order your medications may change for you.

Why are we moving prescriptions to a HUB

To simplify and streamline the prescription service, our team will work towards reducing wastage, synchronising repeat prescriptions, undertaking medication reviews whilst empowering patients to take control of their own health and prescriptions.

Our team can speak directly to community pharmacies, advising of any medication changes, enquiring about alternatives and out of stocks and being a bridge between your pharmacy and your GP surgery.

The team already works with your GP surgery making the transition to a centralised way of working streamline.

Ordering your medications

The practice will be moving to paperless prescription ordering as paper prescriptions are not supported at the prescriptions HUB. You can continue to order your medications via the NHS App, on the surgery website or via email. Patients who already have a different option in place (i.e. permission to call, this won't change but you are encouraged to use the digital services available). There are also other options that may be suitable to you if you are unable to request online, or via a smartphone, please contact the practice they will then put you in touch with a member of the team in the HUB.

If we need to speak to you about your request, we will call or SMS for further information. Your request at times may need to be authorised by your GP, especially if you are requesting a medication, you haven't had before.

Some information is included below on the NHS app and online ordering.

Service days

The hub will be operational Monday – Friday.

We aim for prescription requests to be issued within 24-48 hours, this is not dissimilar to how your practice works.

You will be able to order your medication up to 7 days before the due date. These will appear online on the practice website or on the app when they are available to order.

The service will run until 5.30pm Monday – Friday.

There will not be a service available on weekends or Bank holidays.

(if you require a prescription urgently during a weekend or bank holiday you should contact your community pharmacy or NHS 111)

Our Team

The prescriptions HUB team includes Pharmacy Technicians, Pharmacists and specially trained prescriptions Co-Ordinators, this ensures your prescriptions are screened and issued effectively and safely. You may have already spoken to or received communication from one of the team as they have been working with your practice for the past few years.

Our team will regularly review your medication and ensure it is up to date, that any monitoring is complete, and your repeat list is updated.

What you need to do

If you are already ordering your medication through the NHS App, online or via email you do not need to do anything different, you can continue to order your medication in this way, and it will be issued for you.

If you currently order using a paper request or repeat slip. Please follow the guide and download the NHS App via Play store (android) or Apple App store (iPhone), this can be set up and you can order through the app. Your medications will become available for you to order once they are due, and you can request acute prescriptions using the message bar. The App also allows you to track when your prescription has been issued, where it has been sent to and allows you to obtain the prescription barcode if you need to collect it from another pharmacy. You can also manage and change your nominated pharmacy.

You can also register for online services on your practice website. Please follow the instructions on the website or contact your practice for information.

You can also email your prescription request to your surgery; this will be sent to the Prescriptions team at the HUB to issue.

All email requests must include the following:

- Full name
- Date of birth
- Nominated pharmacy
- Full details of requested item(s) - name, dosage, quantity

If you currently call into the practice and have no other option, you will need to confirm with your practice that they are still happy to do this for you. If so, your request will be dealt with by the admin team at the practice and a request will be sent to the prescriptions team at the HUB.

(This option is only valid for those who already have this in place and is not a requesting option. If you think you may struggle with online services, you should let your practice know who will put you in touch with the HUB team to discuss options. The HUB is unfortunately not able to accept paper or call requests as we do not have a facility for this, but other options may be available.)

NHS App information

The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via the [Google play](#) or [App store](#). You can also access the same services in a web browser by [logging in through the NHS website](#).

Guidance is also available via the link below.

<https://www.nhs.uk/nhs-app/>

Written RS

Date 01/05/25

Review

PCN Pharmacy Team