



Electronic Prescription

NHS
South Norfolk
Clinical Commissioning Group



We are introducing a better way to issue prescriptions

Instead of writing out paper prescriptions, we will send them directly by computer to the pharmacy you choose.

This is called the **Electronic Prescription Service (EPS)** and is being introduced across England.



- ✓ **More convenient**
- ✓ **No need to visit the GP just to collect a prescription**
- ✓ **Secure and safer**

How does it work?



Your doctor, nurse, reception or pharmacy staff will ask you to nominate a pharmacy that is most convenient for you.

When you get a prescription it will be sent directly to the pharmacy you choose. Your pharmacy will still need a little time to process the prescription, just as they do now.

You don't need a computer for this – it is all done for you

Frequently asked questions

Can I choose a different pharmacy for one particular prescription?

Yes – just ask your GP, nurse or reception staff.

Can I change which pharmacy I use?

Yes – it is your choice. Ask your GP Practice or pharmacy if you want to change.

Is my personal information safe?

Yes – we are using the secure NHS network to send your prescription. Only authorised people can see it.

Electronic prescriptions cannot be lost or altered. They do not have to be retyped - so it is better for patient safety.

How do I order repeat prescriptions?

You will still be able to order prescriptions on paper at your surgery, pharmacy or online as you do now. The prescriptions are then issued electronically.

Is this only happening here?

No – this is part of a national programme to improve the NHS prescription service, and it is now taking place in South Norfolk.



You can find out more at <http://www.southnorfolkccg.nhs.uk/local-services/electronic-prescriptions-0>