

Already use a pharmacy to order your repeat prescription?

No problem, you can use the same pharmacy to supply your prescription.

Your existing agreement with the pharmacy may need to be amended if they currently order prescriptions on your behalf but we can help organise this for you.



NHS Sheffield Clinical Commissioning Group is committed to supporting patients to take control of their own healthcare

My pharmacy delivers my prescription - will this change?

If you have a current arrangement with a pharmacy to deliver your prescription then this will continue.

Once you have made the telephone call to the Prescription Order Line your prescription will be approved by your GP and be available at your pharmacy 48 hours later as before.

Please support us by getting the best out of our NHS

Only order what you need



The NHS belongs to you,
use it responsibly.

If you need this leaflet in a different language, audio, large print or braille please contact us on sheccg.comms@nhs.net or 0114 305 1212.

www.sheffieldccg.nhs.uk



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Sheffield NHS Prescription Order Line



0114 372 3000

 Lines open 
9am to 3pm
Monday to Friday

Working with you to make Sheffield
HEALTHIER

What is the Sheffield NHS Prescription Order Line?

The Sheffield NHS Prescription Order Line is the easy way for you to order your repeat prescription.

All it takes is a simple phone call that you can make from the comfort of your own home – there is no need to go into your GP surgery or pharmacy.

You will speak to trained healthcare staff who can discuss your needs and medications with you. This will mean you will only order the medication that you need when you need it; giving you more control over your health care needs.

This will also help the NHS reduce waste freeing up NHS money which can then be spent on other important services.



Why use this new service?

Ordering your repeat prescription will take a quick and simple telephone call. You will be speaking to a person who is dedicated to your call and who will have time to answer any repeat prescription queries that you may have.

Who will you be talking to?

When ringing the Prescription Order Line you will speak to dedicated, experienced and fully trained NHS staff who will have access to your repeat prescription records and immediate access to your GP surgery should the need arise.

This is a private and confidential service run on behalf of your GP surgery. Your personal information is secure.

How will the service work?

When you are coming to the end of your medication supply; contact the number on this leaflet, we will then send your prescription to your GP for approval. Your prescription will be ready in 48 hours as before.

Why are we offering this new service?

Our aim is to ensure that patients are receiving the best care possible. We want you to be receiving the medications that are suitable for you as well as receiving the correct quantity of medication.

It has been estimated that in Sheffield over £2 million every year is wasted on unused prescription medications. This money could be better spent elsewhere.

£2 million could pay for

- 78 more community nurses
- 540 hip replacements
- 131 drug treatments for breast cancer

