



# ESTOVER SURGERY

Telephone: 01752 789030  
Email: [estover.surgery@nhs.net](mailto:estover.surgery@nhs.net)  
[www.estoversurgery.co.uk](http://www.estoversurgery.co.uk)

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Practice Manager: Samantha  
Richards

## OUT OF HOURS

From the 10th of March 2014, if you need to call the out of hours service the telephone number you must ring is:

**111**

The 111 service will help you to find the right care to meet your needs including Devon Doctors service.

Please could you amend your address book and your “speed dial”? This number is free of charge to ring from landlines and mobiles although you will need 1p credit on your mobile phone

### WASTED MEDICINES

Did you know £5.5 million is wasted in Devon on unused medicines.

The same amount could pay for approximately:

- 730 heart bypass operations
- Or 1,000 hip replacements
- Or 2,235 knee replacements
- Or 10,720 cataract operations

You can help us use the NHS money in Devon more wisely by looking at your supplies and only order your medicines when needed. Listen to the advice from your doctor, nurse or pharmacist. Advise the doctor, nurse or pharmacist if your medicines aren't agreeing with you. Tick only the medicines you require on your prescription counterfoil. Finally before leaving the pharmacy open the bag before leaving and double check you have the correct medication and correct amount.

## A NEW WAY TO GET YOUR MEDICINES

**The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines from.**

### **What does this mean for you?**

If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time.

You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop.

You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive.

### **Is this service right for you?**

Yes, if you have a stable condition and you:

don't want to go to your GP practice every time to collect your repeat prescription.

collect your medicines from the same place most of the time or use a prescription collection service now.

It may not be if you:

don't get prescriptions very often.

pick up your medicines from different places.

### **How can you use EPS?**

You need to choose a place for your GP practice to electronically send your prescription to. This is called *nomination*. You can choose:

a pharmacy.

Ask any pharmacy that offers EPS or your GP practice to add your nomination for you. You don't need a computer to do this.

### **Can I change my nomination or cancel it and get a paper prescription?**

Yes you can. If you don't want your prescription to be sent electronically tell your GP. If you want to change or cancel your nomination speak to any pharmacist or dispensing appliance contractor that offers EPS, or your GP practice. Tell them before your next prescription is due or your prescription may be sent to the wrong place.

### **Is EPS reliable, secure and confidential?**

Yes. Your electronic prescription will be seen by the same people in GP practices, pharmacies and NHS prescription payment and fraud agencies that see your paper prescription now.

Sometimes dispensers may see that you have nominated another dispenser. For example, if you forget who you have nominated and ask them to check or, if you have nominated more than one dispenser. Dispensers will also see all the items on your reorder slip if you are on repeat prescriptions.

**For more information visit [www.hscic.gov.uk/epspatients](http://www.hscic.gov.uk/epspatients), your pharmacy or GP practice.**