

Medicine Order Line FAQs

1. What is the Repeat Prescribing Project?

The Repeat Prescribing Project (RPP) was created as part of the National initiative to reduce repeat prescription medicines waste. It incorporates the Medicine Order Line (MOL) and a team of Practice Medicine Coordinators (PMC).

Medicine's waste is a significant drain on NHS resources (£30M each year in the East Midlands). Much of this waste is in the repeat prescribing process. Some waste is inevitable, but an amount will be preventable. 80% of medicines spend in primary care is on repeat prescriptions.

Waste is generated in three broad areas:

- GP surgery systems
- Third party ordering
- Patients use of services

The RPP minimises waste by working in all these areas.

2. What is the MOL?

The Medicine Order Line (MOL) is a way for you to order your prescriptions over the telephone or online via an ordering form.

The MOL service is open from 8AM to 4PM Monday – Friday (excluding bank holidays).

The MOL is staffed by fully trained Medicine Order Line Operatives (MOLOs) who will go through your medication request and check which items are needed. The medication request is then processed and sent electronically to your GP practice to be signed. The prescription will then be sent on electronically to your chosen pharmacy.

3. Who are the PMCs?

Additionally to the MOL, housekeeping work is available to all practices by the Repeat Prescribing Project Practice Medicine Coordinator (PMC) team.

The main aim of this service is to ensure patients' repeat lists are tidy, up to date and accurate. This includes the removal of duplicate items, flagging any potential dangerous over or under ordering and ensuring that the issue duration is correct for all prescribed items.

Furthermore, as a way to increase uptake of Electronic Repeat Dispensing (eRD) the PMC team are able to identify patients suitable for eRD, set them up on the service, provide detailed telephone information to the patient and link in with community pharmacies (see question 20 for further information).

4. What happens when I telephone the MOL?

When you telephone the MOL, the MOLO will ask you

- Which surgery you attend
- Your date of birth
- Your name
- The first line of your address

If it is the first time you have called the MOL, the MOLO will ask for your consent to access your medical record held at the GP practice.

If you agree to this, your consent is recorded so you will not be asked for permission again.

If you **do not** agree to this, the MOLO will not be able to access your medical record to process your prescription request and you will need to use an alternative method to order your medication.

5. Can I phone the MOL at any time to re-order my medication?

You should phone the MOL when you have up to 7 days of your medication left. If you try to order too early, then you will be asked to call again 7 days (or five working days) before you are due to run out. This is so that you can order on a regular cycle.

The MOL service is open between 8am and 4pm Monday to Friday (excluding bank holidays).

If your day for re-ordering medication falls on a bank holiday, you can call the MOL on the working day before the bank holiday to order. Allowances are made throughout the year for ordering prescriptions near to upcoming bank holidays and this information is shared with GP practices.

6. What happens when I submit a MOL online ordering form?

When you submit the online ordering form, the MOLO will check

- Which surgery you attend
- Your date of birth
- Your name
- The first line of your address

Your order form will be actioned within 2 working days of receiving the request. Online ordering form requests will be processed between 8am and 4pm Monday to Friday (excluding bank holidays).

By proceeding with the form, you are consenting for the MOL to access your medical records to process the request.

7. Can someone else order my medication on my behalf?

Yes, it is possible for a representative (3rd party) to order medications directly from the MOL on your behalf.

If consent for a 3rd party to order your medication has previously been given and documented on the patient record, the prescription requests can be processed in the same way as above.

If we do not have consent for a caller to order on behalf of yourself, we can still process the order, but the caller must be able to give all 3 patient identifiers (your name, date of birth, address) and name all of the medications required. We cannot discuss any personal details, change the nominated pharmacy, discuss any medications, or name the pharmacy that the prescription will go to.

8. Why am I asked questions about what medication I need?

Many medications need to be taken regularly on a daily basis, but some only need to be taken when required. The MOLO may ask additional questions about these “when required” medications to ensure that you do not already have sufficient stock at home.

9. I receive only 7 or 14 days of my medicines at a time. Can I still order through the MOL?

If all your oral medications on your prescription are for 7 to 14 days, please order through your GP practice as these are usually managed by your GP or pharmacy.

7 and 14 day prescriptions cannot be ordered through the MOL.

10. How can I collect my medicines?

When using the MOL, your prescriptions will be sent electronically to the pharmacy of your choice. The pharmacy nomination can be changed at any time, and you don't have to use the same pharmacy each month.

11. How long will it take for my medication to be ready for collection at the pharmacy once I have ordered it?

All patients are encouraged to order their prescriptions in advance ensuring enough time for the prescriptions to be signed by a GP and processed by the pharmacy. Once a prescription has been ordered, it can take up to 7 days (5 working days, excluding weekends and bank holidays) for the prescription to be authorised at your GP practice and prepared at the pharmacy. For this reason, the MOL will accept prescription requests up to 7 days before the medication due date.

Allowances are made for bank holidays throughout the year and this information is shared with GP practices.

12. I didn't re-order my medication in time and I have run out, what should I do?

All patients are encouraged to order their prescriptions in advance ensuring enough time for the prescriptions to be signed by a GP and processed by the pharmacy. The MOL will accept prescription requests 7 days before the medication due date.

The MOL is not a service intended for urgent or emergency medication requests. If after your prescription has been ordered, you then need the medication urgently, please contact your pharmacy in the first instance to see if the prescription has already been sent to them. If not, you can contact your GP practice to chase up the prescription.

If you run out of your medication at the weekend or on a bank holiday when the MOL or your GP Practice is closed, then please call NHS 111, who may be able to issue an emergency prescription to cover the time before services open again.

13. Can staff at the MOL see all my medical records?

Yes, the MOLO has access to your medical record held at your GP practice. However, they will only access the areas required to process your repeat prescription request.

Consent is required before accessing any of your medical records.

14. I have lots of different medications which run out at different times of the month, do I have to order via the MOL each time one of them is about to run out?

If you have several repeat prescriptions for medications which are not due at the same time our team will be able to help you by synchronising all your medications to the same length of treatment (usually 28 or 56 days). This means that they will all run out at the same time, and you will only need to order once in the month.

Some medications which you only take when you need them, such as asthma inhalers which contain 200 doses, will not fit into this schedule, so the MOLO will check what stock you currently have before making an order.

15. If I don't order one of my medications this time, will it come off my repeat prescription list so I can't order it next time?

No, your repeat list of medicines won't be changed, and you will be able to order it again as soon as you need it. You can also request items that are not on your repeat list via the MOL.

16. My medication is going to run out while I am on holiday, how can I make sure I have enough?

If you are going away and need to order sufficient medication so that you don't run out during your holiday, then you can contact the MOL and let them know your situation. A request can then be made to your GP practice for an early prescription.

17. I have tried calling the MOL, but the line is busy, what should I do?

The MOL answers an average of 4,500 calls a day, so there will be times when it takes a bit longer to get through. As with GP practices, the busiest time is as soon as the service opens at 8AM and the busiest day is Monday. Please hold in the call queue if possible and an operative will answer your call as soon as possible.

If you have access to the internet, you can submit a MOL online ordering form via www.derbyshiremol.nhs.uk. Your order form will be actioned within 2 working days of receiving the request.

18. Can anyone in Derbyshire use the MOL?

This service is currently only available in Derbyshire if your GP practice has signed up to the MOL. To confirm if your practice is registered with the MOL please see our website: <https://joinedupcarederbyshire.co.uk/your-services/medicines-order-line/>

19. I don't use a regular pharmacy. Can I still use the MOL?

The MOL will confirm your nominated pharmacy at every order so that you are aware of the prescription destination.

You can change this at any time which enables patients who do not use a regular pharmacy to still have an electronic prescription sent to a convenient location.

20. I have the same medication every single month, do I still need to order via the MOL every time?

If you are on regular daily medication, there is a possibility that you would be suitable for electronic repeat dispensing (eRD) which means that the GP would authorise a batch of prescriptions for you to collect directly from the pharmacy each month.

Please discuss this with your GP practice to see if you would be suitable for this.

21. What is wrong with stockpiling medication in case I need it?

All medication has a shelf life, and if you keep it for too long it may become ineffective or dangerous. If your medication is changed and you have old stock at home, it is easy to mix up packets, which could potentially be dangerous.

Having excess medication in the home also poses a safety issue. Medicine should be stored out of reach and sight of children, but this may be difficult if you have a large amount of medication at home.

Unused prescription medication costs the NHS money. We estimate that in Derbyshire £6.9 million of medicines are wasted every year through the ordering of medications that are not used or needed. If your medication is changed or stopped, any medication that you have in your home would be wasted. This is because medication, once supplied to a patient, cannot be reused, and must be destroyed if returned to a pharmacy.

22. I am not happy about the service that I received from the MOL. How can I complain?

If you are not satisfied with the assistance you have received from a call handler or the MOL service, please ask to speak to a team leader who will be able to advise you further or explain the process in more detail.

If you wish to make a formal complaint, then please put this in writing to

Patient Advice & Liaison Service
NHS Derby and Derbyshire ICB
Cardinal Square
10 Nottingham Rd
Derby DE1 3QT
Telephone: 0800 032 32 35
Text mobile facility no: 07919 466 212
Email: ddicb.PALS@nhs.net