

## **MEMBER INVOLVEMENT**

### **(B) WRITTEN QUESTIONS FROM MEMBERS**

#### **(1) Submitted by Councillor Samer Bagaeen Prescription Ordering Service**

For the next Health and Wellbeing Board Meeting about the newly introduced "Prescription Ordering Service".

When I went into Boots to enquire about my own repeat prescription I was handed a leaflet from the CCG proclaiming a 'new and convenient way to order your repeat prescription'.

This was news to me and I bet will be news to many more people currently using the repeat prescription system.

In my view, the CCG has failed miserably to advertise this service and the content of this leaflet should have certainly been advertised more to users. To make things worse, I got contradictory information from the pharmacist at Boots and from my GP surgery about the operation of the service. I attach the leaflet I was given.

Please can the CCG explain the new prescription ordering service that they have introduced for ordering repeat prescriptions and how they have advertised it locally.

NB: A copy of the leaflet is attached for ease of reference.

