



<https://systmonline.tpp-uk.com/>



For those very few patients who cannot access online services to order their medication, a phone service will be available Monday to Friday, this number will be issued on a patient by patient basis

## How to sign up for online services

It is very simple to start using online service, your surgery will need to check who you are to make sure only you can see your record and not someone else's. Just like your bank or the post office when you pick up a parcel, we want to protect your record from people who are not allowed to see then. The steps below explain how this works

1. Tell our reception team you would like to start using online services or download the registration form online from <http://www.mmpmedical.com/our-services/prescriptions/>. Please take TWO forms of identification include photographic and address information.
2. Your surgery will give you a short form to fill in and sign to confirm you agree with the information on the form.
3. We will then check you are who you say you are in one of two ways.
  - TWO forms of identification: Photo ID and proof of address, for example, a passport or driving licence and a bank statement or council tax statement.
  - If you do not have any ID and are well known to our surgery, a member of staff may be able to confirm your identity.
4. Your surgery will then give you a letter with your unique username and password. It will also tell you about the website where you can login and start using online services.



## PRESCRIPTION ORDERING DESK (POD)



## **MMP Prescription Ordering Desk is the easy way to order your medication**

All it takes is a simple online request via our online app.

To register for online services, please speak to a receptionist

Your prescription will then be sent to the nominated pharmacy of your choice within 72 hours.

### **Why are we offering this new service?**

We believe this service will save you time and ensure that all patients receive the correct quantity of medication needed, in a timely manner.

This will enable the GP practice to monitor and discuss with you which medicines you may need and no longer need.

This change will give you more control over your medicines and reduce wastage.

### **When will the prescription be ready?**

Once you have filled in the online request, your prescription will be and will then be sent to the pharmacy within 3 working days. Please allow additional time for the pharmacy to get your prescription ready for you. If you have an existing arrangement with your pharmacy to deliver your prescription please speak with them to ensure this will continue.



## **Digital**

### **HOW CAN PATIENTS HELP TO REDUCE PRESCRIPTION WASTE**



- Please check your medication cupboard before ordering.

- We ask patients to order their prescription when they have 7 to 10 days of medication left.

- If you have a build-up of any medication please let us know so that we can adjust quantities so everything falls in line.

- Please do not order "just in case". If you need the medication in the future then you will still be able to request it.

- Let us know if you have stopped taking any of your medicines.

