

## If you have any questions..?

If you have any questions, please speak to your doctor or nurse at your appointment, or to the pharmacy team when you collect your prescription.

If you do not collect your prescription after your appointment, and you do not receive a telephone or text notification from the pharmacy within 7 working days after your appointment to let you know your medication is ready, please call the relevant hospital where your prescription is from.

Please ensure we have your correct telephone number if you are not collecting your prescription on the day of your appointment.

Monday-Friday 9.00am to 5.00pm

St Helens Pharmacy  
01744 64 6067

Whiston Pharmacy  
0151 430 1678

St Helens Hospital  
Marshall Cross Road,  
St Helens, Merseyside, WA9 3DA  
Telephone: 01744 26633

Whiston Hospital  
Warrington Road,  
Prescot, Merseyside, L35 5DR  
Telephone: 0151 426 1600

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## Electronic Outpatient Prescriptions

This leaflet can be made available in alternative languages / formats on request.

如有需要, 本传单可提供其他语言/版式  
此單張的其他語言/格式版本可按要求提供

Na żądanie ta ulotka może zostać udostępniona w innych językach/formatkach.

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**Department:** Informatics Department  
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## What is an Electronic Prescription?

An electronic prescribing system is now being used in Outpatients Clinics to replace some paper prescriptions you may be given after your appointment with a doctor or nurse.

Instead of being given a paper prescription to take to pharmacy, a doctor or nurse will produce your prescription in the electronic prescribing system.

Your electronic prescription will then be sent automatically to the hospital pharmacy for them to prepare your medication for you to collect.

There are some types of medication which will still be prescribed on paper prescriptions e.g. controlled drugs, which require a signature from the person prescribing them. A doctor or nurse will be able to give you more information if this affects you.

## Why has the Trust changed the way prescriptions are given?

Electronic prescriptions mean safer prescribing for doctors and patients.

By removing the handwritten prescription, notes and instructions will be on the system rather than being written by hand, and will be clearer for our pharmacy team to read.

All doctors and nurses involved in your current or any future outpatient treatment can see your medication record on the system, and can prescribe medication with the full knowledge of what medicines you have previously been given during treatment as an outpatient at the Trust.

## What does this mean for you?

This means that you may not be given a paper prescription in future.

You will simply go to the pharmacy, as you normally would, and the pharmacy team will have received your prescription on the electronic prescribing system, and will start preparing it for collection.

This applies whether you have had a face-to-face appointment or a telephone or video appointment with your doctor or nurse.