

**20.** What is your ethnicity?

- Asian/ Asian British (Bangladeshi)
- Asian/ Asian British (Chinese)
- Asian/ Asian British (Indian)
- Asian/ Asian British (Sri Lankan/Tamil)
- Asian/ Asian British (Pakistani)
- Asian/ Asian British (Other)
- Black/ Black British (African)
- Black/ Black British (Caribbean)
- Black/ Black British (Somali)
- Black/ Black British (Other)
- White (British)
- White (Irish)
- White (Polish)
- White (gypsy or Irish traveller)
- White (other)
- Mixed/multiple (white and black)
- Caribbean)
- Mixed/multiple (white and black African)
- Mixed/multiple (white and Asian)
- Mixed/multiple (other)
- Other
- Prefer not to say

**21.** What is your religion or belief?

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- No religion
- Other
- Prefer not to say

**Share your views**

Return this survey to  
**FREEPOST – HEALTHIER NORTH  
WEST LONDON**  
You will not need a stamp.

Visit us at  
[www.healthiernorthwestlondon.nhs.uk](http://www.healthiernorthwestlondon.nhs.uk)  
for more details or to complete this  
survey online at  
[https://choosingwiselynw.london.  
commonplace.is](https://choosingwiselynw.london.commonplace.is)

Email us at  
[choosingwisely@nw.london.nhs.uk](mailto:choosingwisely@nw.london.nhs.uk)

If you would like to be notified of the  
outcome of these proposals or kept up to  
date about future developments in local  
health services please provide your name  
and email or postal address below.

Name \_\_\_\_\_

Email \_\_\_\_\_

Postal address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

PLEASE CUT ALONG DOTTED LINE

# Choosing wisely

## Changing the way we prescribe

### We want to hear your views



## Your local NHS plans and buys (commissions) health services and medicines for people living in Brent, Ealing, Harrow, Hillingdon, Hounslow, Hammersmith & Fulham, Kensington & Chelsea and Westminster.

### Using budgets wisely

#### **It's our job to use our budgets wisely so all our residents have equal access to NHS services.**

Your local NHS is facing challenges. Demand for healthcare is constantly rising as the population gets older, chronic and complex health conditions become more common and expensive new treatments become available. Unfortunately, our budgets are not increasing at the same rate.

In order to balance our budgets, we need to save nearly £135 million, around 5% of our annual expenditure, in the financial year 2017/18. This means we need to find areas where we can save money.

These difficult decisions about where we could save money need to be made locally, in a planned way, with the input of patients and residents. In July 2017, your local NHS is considering the proposals outlined in this leaflet and deciding whether to implement them. Your feedback will be an important part of the decision making process.

We want to make these savings in a planned way. If we don't, we could be forced into making unplanned cuts which affect the services you value most. We have a number of areas we are looking at to find the £135 million. Over the next few months we will be coming back to ask your views on a range of issues.

### Our proposals

#### **As the first step, we are focusing on changes to prescriptions. We believe this is an area where we can do things better and help to save money without affecting the quality of patient care.**

Here we are setting out our three initial proposals. We would like your views on these by 30 June 2017:

- 1.** GPs will ask patients if they are willing to buy certain medicines or products that can be bought without a prescription (see list on page 5).
- 2.** GPs will not routinely prescribe the medicines and products listed on page 6 which can be bought without a prescription.
- 3.** To reduce waste we will ask patients to order their own repeat prescriptions.

We want to hear your views by 30 June 2017.  
Please fill in the survey at the end of this leaflet or go online at <https://choosingwiselynwlondon.commonplace.is>

## Changing the way we prescribe

We believe that these three proposals to change the way we prescribe will help us to balance our budgets without affecting patient care.

### Why make these changes?



To **free up GP time** for more complex patient care

Because many products are now widely available in **high street stores**



To **reduce waste** with repeat prescriptions



Because products are **far cheaper to purchase on the high street** than via the NHS



To **encourage people to self-care** with support from their local chemist

To **keep waiting lists** as short as possible

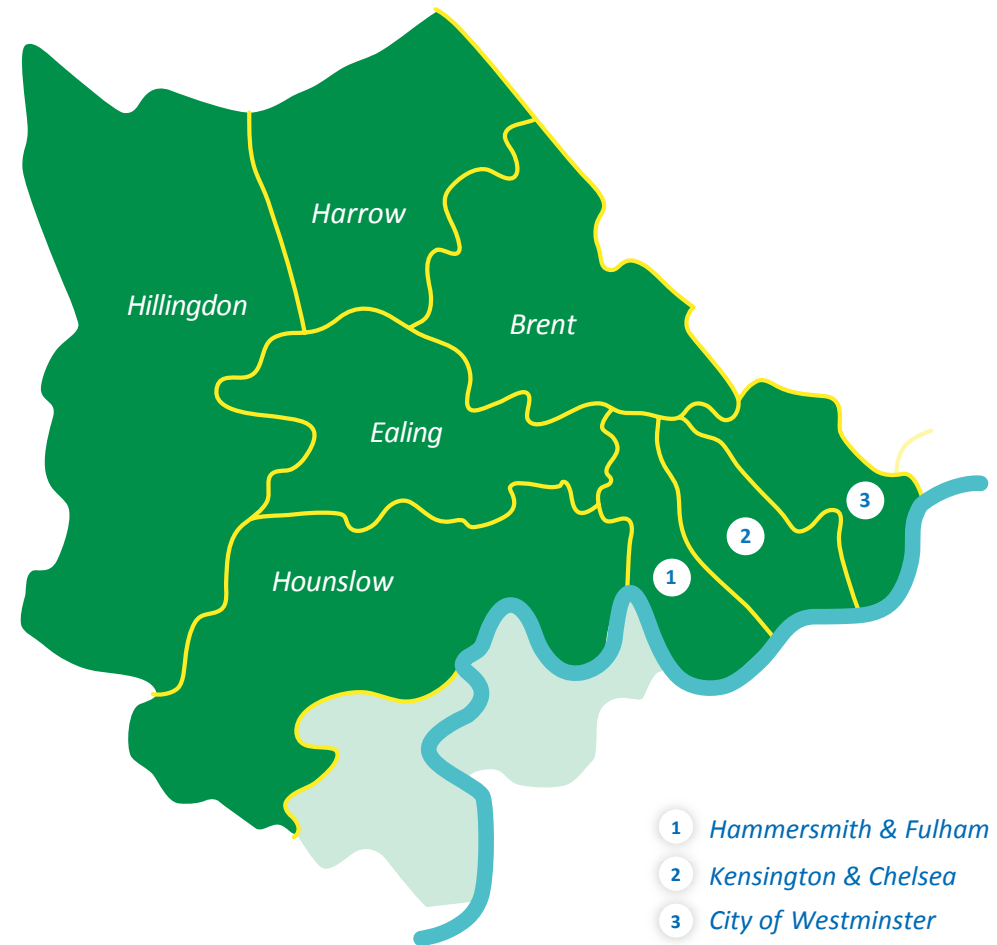


To **balance our budgets** and protect NHS services



## Who are we?

Your local NHS covers the boroughs of Brent, Ealing, Harrow, Hillingdon, Hounslow, Hammersmith & Fulham, Kensington & Chelsea and Westminster.



- 1 Hammersmith & Fulham
- 2 Kensington & Chelsea
- 3 City of Westminster

## Proposal one – GPs will ask patients if they are willing to buy certain medicines or products that can be bought without a prescription

**You can buy some medicines from local chemists and other high street stores, over the counter without a prescription.**

They are mostly for minor illnesses or conditions that are not serious or will not last long. Examples of these products are antihistamines for hay fever or ear drops to soften ear wax.

The £13 million spent last year on this list of products that can be bought without a prescription could be put towards medicines and products for more serious conditions.

### What are we proposing?

We are proposing that it would be reasonable for most patients to buy products on this list over the counter without a prescription.

We propose that GPs will ask patients if they are willing to buy these medicines and products in most circumstances, because they are now widely available and mostly cheap to buy.

### Cost to your local NHS:



### Full list of medicines and products we are including in proposal one:

Acne treatment	Emollients – creams and ointments for eczema and psoriasis
Antacids	Headlice lotions
Antifungal skin products	Ibuprofen
Antihistamines	Infant formulas
Artificial saliva	Laxatives
Barrier creams	Loperamide for diarrhoea
Benzydamine mouthwash	Lubricant products for dry eyes
Chloramphenicol eye drops	Paracetamol
Co-codamol 8/500	Shampoos for eczema and psoriasis
Cold sore treatment	Specialist sun creams
Corticosteroid nasal sprays for hayfever	Threadworm tablets
Covering cream or powder	Vitamins and mineral supplements.
Ear wax removers	

### What do you think?

- Are you willing to buy these medicines over the counter if asked by your GP?
- If not, why not?
- Do you disagree with anything on this list?
- Are there any other products which you think should be included on this list?

Use the tear-out form in this leaflet or go online at <https://choosingwiselynwlondon.commonplace.is>

## Proposal two – GPs will not routinely prescribe the medicines and products listed below which can be bought without a prescription

We are asking GPs across the eight boroughs of your local NHS to tell us if they can think of any good medical reasons for prescribing a number of medicines that can be bought without a prescription.

The GPs who have contributed to the development of these proposals up until now could not think of any good reasons for prescribing the following:

### Full list of medicines and products we are including in proposal two:

Antiperspirants  
 Bath additives  
 Colic treatments  
 Cough and cold remedies  
 Creams or suppositories for haemorrhoids (piles)  
 Herbal and complementary supplements  
 Mouthwashes (except benzydamine)

Oral rehydration sachets  
 Products for hair removal that can be bought without a prescription  
 Teething gels  
 Tonics  
 Travel sickness tablets  
 Wart and verruca treatments that can be bought from local chemists.

If GPs cannot think of good medical reasons for prescribing these products we would expect there to be far fewer prescriptions for them in future.

### Cost to your local NHS:

Approximately  
**£2 million**



### Potential savings – proposals one and two

Last year, across the eight boroughs of your local NHS, we spent over **£15 million** on medicines and products that you can buy without a prescription.

**£15 million**



We believe that these proposals could help us make savings in this area.

If we don't make these changes now, we could be forced to make these savings in other areas.

### What do you think?

- Do you disagree with anything on this list?
- Are there any other products which you think should be included on this list?
- Why do you think that?

Use the tear-out form in this leaflet or go online at <https://choosingwiselynwlondon.commonplace.is>

## Proposal three – To reduce waste we will ask patients to order their own repeat prescriptions

**We want to improve the way we manage repeat prescriptions. We would like to encourage patients, GPs and pharmacists to review their use of repeat medicines more often. We want to reduce waste by making sure that people only order the medicines that they need.**

Nobody knows which medicines you are running out of better than you. Other parts of the country have seen a decrease in over-ordering when prescriptions are ordered directly by patients and carers.

When prescriptions are ordered on your behalf, there is a risk that you will get medicines you do not need or do not intend to take. This can cause unintended harm.

It also wastes NHS funds on dispensing medicines that are not used.

### What are we proposing?

We propose a change to the repeat prescriptions system.

We would like more patients (or their carers) to order their own repeat prescriptions. This will reduce waste, increase safety, increase your control of the process, and save costs. Patients and carers can order repeat prescriptions in the following ways:

- Using the online ordering services of your GP practice
- Using mobile phone apps
- Using repeat prescription ordering slips handed in or posted to the GP practice.

A few patients won't be able to request their own prescriptions and won't have a carer who can do it for them. General practices would consider accepting requests from a local chemist on behalf of these patients.

### Potential savings – proposal three

**Looking at what other NHS organisations have saved when taking action on repeat prescriptions, we believe this proposal could save around £9 million per year.**



If we don't make these changes now, we could be forced to make these savings in other areas.

### What do you think?

- Do you or have you received repeat prescriptions?
- Would you be happy to order online or using a mobile phone app?
- Would you be happy to use repeat prescription ordering slips handed in or posted to the GP practice?
- If not, why not?

## What if we don't make these changes?

If we don't make these changes now, we could be forced to make these savings in other areas.

This could mean longer waiting lists for appointments and surgeries and:



**Fewer** cardiology consultations



**Fewer** community nurses



**Fewer** physiotherapy appointments



**Fewer** GP appointments



**Fewer** paediatric surgical operations



**Fewer** heart operations

## We want to hear your views

Please respond by 30 June 2017

These proposals have been developed to reflect a balance of views expressed by GPs in Brent, Ealing, Harrow, Hillingdon, Hounslow, Hammersmith & Fulham, Kensington & Chelsea and Westminster.

Taking part in this public engagement is an important way to have your say on issues that affect you.

### Proposal 1: GPs will ask patients if they are willing to buy certain medicines or products that can be bought without a prescription.

1. Are you willing to buy these medicines or products over the counter if your GP asked you?  
 Always    Mostly    Don't know    No

2. If you answered 'no' why not?

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3. Do you think there should be any exemptions?    Yes    No

4. Do you disagree with any medicines or products on the list?    Yes    No

5. Are there any other products which you think should be included on the list?    Yes    No

If you answered 'yes' to questions 3, 4, and/or 5, please list them and tell us why:

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PLEASE CUT ALONG DOTTED LINE



**Proposal 2: GPs will not routinely prescribe the medicines and products listed on page 8 which can be bought without a prescription.**

6. Do you disagree with any medicines or products on the list?  Yes  No

7. Do you think there are any medicines or products which could be added to the list?  
 Yes  No

If you answered 'yes' to question 6 and/or 7 please list them and tell us why:

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8. Do you currently receive products from Proposal 1 or Proposal 2 on prescription for yourself or a family member?

- Self-care medications (eg paracetamol, ibuprofen)  Emollients/shampoos  Other  
 Bath additives  Cough and cold remedies

**Proposal 3: To reduce waste we will ask patients to order their own repeat prescriptions.**

9. How happy would you or your carer be to order your repeat prescriptions?  
 Always  Mostly  Don't know  Already do  No

10. Would you be happy to order your repeat prescriptions online?  
 Always  Mostly  Don't know  Already do  No

11. Would you be happy to order your repeat prescriptions using a mobile phone app?  
 Always  Mostly  Don't know  Already do  No

12. Would you be happy to order your repeat prescriptions using ordering slips handed in or posted to the GP practice?  
 Always  Mostly  Don't know  Already do  No

13. If you answered 'no' to questions 10, 11, and/ 12 can you tell us why?

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**Anything else**

14. Is there anything else you would like to tell us about these proposals?

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We have also been examining other areas of possible financial savings, and will be asking what you think of these in the future.

To help us make sure we have reached people from across the local NHS area, please complete the following section about yourself. We won't share the information and we won't use it for any other purpose. Your contact details will only be used to keep you informed.

15. What's your home postcode? \_\_\_\_\_

16. What is your relationship with your local NHS?

- I am a local resident  I am a clinician, commissioner  
 I'm a representative of an organisation  or other healthcare professional  
 Other

17. What is your age group?

- Under 24  25-34  35-44  45-54  55-69  70-85  85+

18. What is your gender?

- Male  Transgender  Prefer not to say  
 Female  Other

19. Which of the following options best describes how you think of yourself?

- Heterosexual / straight  Bisexual  Prefer not to say  
 Gay / Lesbian  Other