

Derbyshire Repeat Prescription Management Code of Practice

Guiding Principles:

- Where a patient (or their personal representative) is capable of ordering their own repeat medication they should do so. Patients should be empowered to take control of their medications wherever possible.
- Repeat medication can be ordered by patients (or their personal representatives) using a variety of methods including but not limited to the Medicines Order Line; the NHS App, practice online systems; paper based systems using printed prescription slip.
- Electronic repeat dispensing should be encouraged for all patients where appropriate. It should be proactively considered for patients who struggle to order their own repeat medication
- Only where a patient is not capable of ordering their own repeat medication and is not suitable for electronic repeat dispensing should the pharmacy invite the patient to make use of a managed repeat prescription service¹.
- Written informed consent from the patient (or their personal representative) is required to allow a pharmacy to order and/or collect prescriptions on a patient's behalf.
- For practices using the Medicines Order Line (MOL), an exception form must be completed by the pharmacy and authorised by the practice to allow the pharmacy to order via the MOL on a patient's behalf.
- The GP practice will provide a variety of methods for patients to request repeat medicines, including access to the NHS App
- Paper based methods of requesting repeat medicines should utilise the most recent printed repeat prescription request slip (right hand side of FP10 prescription form) wherever possible.
- The patient and pharmacy will confirm that every item requested is required at the time of ordering/dispensing.
- All parties will communicate regularly and work together to ensure the accuracy of practice-held records to minimise unnecessary waste of NHS resources.
- All healthcare staff have a responsibility to minimise waste in the repeat prescribing process and ensure wise use of NHS resources.

GP Practice agrees to:

1. Have a repeat prescribing policy that includes managing requests for repeat prescriptions.
2. Provide and promote different methods to allow as many patients as possible to request repeat prescriptions themselves, including online ordering systems and the NHS App.
3. Keep Patient Medication Records (PMR) accurate and current, particularly in respect of the list of authorised repeat medication and prescribed dosage, paying particular attention to “when required” medicines.
4. Reconcile and align medicines when patients move between healthcare settings particularly discharge from hospital and amend repeat prescription list accordingly and in a timely manner.
5. Ensure the patient is made aware of their regular medication review dates, and undertake regular reviews.
6. For non-Electronic Prescription Service (EPS) prescriptions routinely provide patients with a single copy of their current printed repeat prescription request slip (right hand side of FP10 form).
7. For EPS prescriptions, remind the patient to obtain their copy of their current repeat prescriptions from their community pharmacy when they collect their dispensed medicines.
8. Respond promptly to communication from patients or pharmacy concerning repeat prescription items e.g. no longer required, excessive quantity, dose clarification.
9. Fulfil repeat prescription requests within a reasonable timescale in accordance with the repeat prescribing protocol.
10. Work with the local Community Pharmacy network to identify patients suitable for the (eRD) service.

Pharmacy agrees to:

1. Have a standard operating procedure for their prescription re-ordering and collection service.
2. For **patients unable** to order their own repeat medication via all available methods, obtain informed consent in writing from each patient or their personal representative to order (or manage) their repeat prescription request. GP authorisation is then sought before prescription items are requested.
3. Agree with the patient or their personal representative exactly which repeat medicines are required. This must be done on every occasion, **no more than 5 working days** before the repeat prescription request is submitted to the patient's practice. Particular attention should be paid to “PRN or as needed medicines” and inhalers, as often they will not be required at the same frequency as regular medicines.
4. Routinely repeat prescription requests should not be submitted to a GP practice more than five working days in advance of the patient requiring their medication.
5. Use the most recent printed repeat prescription request slip (right hand side of FP10), or printed EPS token, when requesting on behalf of a patient wherever possible.
6. Clearly mark on the request slip, or EPS token, pharmacy details and date of request (pharmacy stamp); only tick required items.
7. Keep comprehensive records of all requests in whatever form the pharmacy deems appropriate, ensuring a robust audit trail for every prescription from patient's request to receipt of delivered or collected prescription medicines.
8. At the point of supply the pharmacy **MUST** always confirm with the patient or carer that every medicine dispensed is required by the patient. Any item which is not required **MUST** be clearly marked “ND” (not dispensed) either on the paper (and **MUST** strike a line through those items on the prescription not required) or electronic prescription in accordance with

NHSBSA requirements so as to prevent that item being reimbursed. Practices must also be notified of all such ND items via an agreed format notification slip so as to maintain accuracy of practice and pharmacy patient records.

9. Any medicines confirmed as not required by patients and marked as 'ND' are to be returned to stock by the pharmacy.
10. Any concerns with regards to non-adherence identified as a consequence of repeated instances of repeat medication not being required by patients should be notified to practices.
11. Complete the Discharge Medication Service when referrals are received in the pharmacy from secondary care trusts

Patient agrees to:

1. Be responsible for requesting their own repeat prescription unless they (or their personal representative) are unable to do so.
2. When requesting repeat medicines only to request regular items that will be required within the next seven working days, and "when required" items that are likely to be required before the next "regular repeat".
3. Keep the most recent printed repeat prescription request slip or EPS token and use it to request the next supply as above (unless using App / email / web based systems).
4. To discuss with the practice/MOL/pharmacy any repeat medicines that they do not want to continue to take or where they have an excessive supply, to ensure medicines waste is minimised.
5. Check their dispensed medicines **before** leaving the pharmacy to ensure unwanted items can be returned to stock.
6. Provide confirmation in writing that the pharmacy is authorised to collect (or manage) repeat prescriptions for them, and to discuss relevant medicines issues with the practice or their pharmacist.
7. Inform their pharmacy/practice as soon as possible of any changes affecting their regular medicines, to ensure their patient medication record is kept up to date.
8. When requested, attend their medication review at the practice.

Electronic Repeat Prescription Dispensing Service (eRD) – NHS service

- The Royal Pharmaceutical Society (RPS) believe the uptake of NHS electronic repeat prescription dispensing service (eRD) is the most appropriate way to ensure patients on repeat medicines have timely access to their required medicines and regular pharmacist intervention to provide pharmaceutical care / medicines optimisation.
- For patients who are suitable to receive this service, repeat dispensing can be set up at their annual review for 6 or 12 months dependent on when monitoring is due.
- When eRD is utilised the pharmacy no longer reorders prescriptions on behalf of the patient.

When delivered well the eRD allows community pharmacy to add value to the repeat prescribing process and ensure the needs of the patient are conveniently met without the generation of unnecessary waste. If poorly delivered however, this can pose a risk to patients and will generate unnecessary waste.

NB: the section below is taken from the service specification: Essential Service - Repeat Dispensing

Prior to each dispensing episode the pharmacist will:

- Ensure that the prescription requested is due and not being requested in advance of the date on the form.
- Ensure that the patient is taking or using, and is likely to continue to take or use, the medicines or appliances appropriately.
- Ensure that the patient is not suffering any side effects from the treatment which may suggest the need for review of treatment.
- Check whether the patient's medication regime has been altered since the prescriber authorised repeatable medication.
- Check whether there have been any other changes in the patient's health since that time, which may indicate that the treatment needs to be reviewed by the prescriber.

Notes

- A pharmacy managed repeat prescription service is where the pharmacy representative acts as an agent on behalf of the patient to order, collect, dispense and/or deliver the medication to the patient. The ordering element of this service should only be offered to those patients who are unable to order their own prescriptions.
- GP practices will ensure that where the patient has indicated a pharmacy of choice for the dispensing of their prescription, that the prescription is either handed to the patient or patient's representative or made available for collection by the nominated pharmacy.
- Where the patient has confirmed in writing that they wish the pharmacy to manage their repeat medication ordering, the surgery staff will respect this choice once they have established that the patient is unable to order themselves and does not have a personal representative who can assist them.
- Practices shall ensure that repeat prescription requests are managed within the surgery in a timely manner (no more than two working days) to ensure that the pharmacy is in a position to dispense the medication before the patient runs out of their current supply, particularly where the patient has ordered early to account for holiday periods.
- Pharmacists will ensure that where they manage repeat medication requests on behalf of patients that this is done in an effective manner, having regard to the patient's expected requirement of each medication.
- Good communication between community pharmacy and GP practice staff can help minimise any potential problems
- MOL telephone numbers – South Derbyshire 0115 855 0260 North Derbyshire 01246 588 860

1. Policy on Repeat Medication Management A professional reference guide <https://www.rpharms.com/resources/toolkits/repeat-medication-management>

Acknowledgement: Telford and Wrekin CCG Repeat Prescription Code of Practice and Surrey CCG's guidance on Repeat Prescription Re-ordering