

Electronic Repeat Dispensing Conversation Crib Sheet

An informal guide to help with patient conversations

Hello, I'm _____ calling from XXX Medical Practice
We are ringing you today in regards to your repeat prescription.
Please may I ask if you order your repeat yourself, or if your local pharmacy does this for you?

I order my prescriptions and collect them from my local pharmacy

In order to improve our service to you we are looking to produce ____ months of your repeat prescriptions.
This would be a very beneficial change for you as it means you no longer need to order your prescriptions each time you need them and they will be held at your nominated pharmacy and dispensed when they are due.
This service is called Electronic Repeat Dispensing or eRD.

My local pharmacy orders my repeat prescriptions for me

In order to improve our service to you we are looking to produce ____ months of your repeat prescriptions.
This change means that ____ months of your prescriptions will be held at your nominated Pharmacy and dispensed when they are due. There are a number of benefits of this, making it a more efficient process for you (*refer to eRD benefits below*).
This service is called Electronic Repeat Dispensing or eRD

Do you have any current repeat or acute items that you order when required such as creams/inhalers/eye drops? (*check patient medication record for any acute or variable use prescriptions*)

YES

For any non-regular items please request these when needed as you normally would

NO

If there are any changes to your medication over the next ____ months these prescriptions can be amended at any time at the practice. **If you are aware of any changes, including if you are no longer taking a medicine, please inform your pharmacy.**
When you collect your last prescription out of the course speak to your pharmacy to arrange your next batch of electronic prescriptions. You may need to have a review with your GP by appointment in practice or over the phone before the next batch of prescriptions is authorised by the doctor.

Consider mentioning the following benefits if appropriate

Benefits of eRD for patients

- ◆ Patients can make arrangements with their pharmacy to enable them to spend less time waiting in the pharmacy
- ◆ If clinically appropriate it is possible to request the next issue early or obtain more than one prescription, for example when going on holiday
- ◆ No need to contact the surgery to re-order at regular intervals unless their condition changes
- ◆ Improved safety for patients as a result of regular pharmacy-led conversations
- ◆ Improved care for patients as a result of greater collaboration between the practice and the pharmacy
- ◆ Patient can change nominated pharmacy at any time during the duration of the eRD prescription
- ◆ Patient can retain regular contact with their pharmacy, who is responsible for checking that their circumstances haven't changed since the previous issue of the prescription was collected
- ◆ The service is reliable, secure and confidential

Benefits of eRD for GP practices:

- ◆ Prescribers can authorise a batch of repeat prescriptions for up to 12 months with just one digital signature
- ◆ eRD simplifies the repeat dispensing process, particularly in terms of volume of paper used
- ◆ Pharmacies are mandated to ask patients if they require all items on their prescription before each issue, to avoid medicines wastage
- ◆ eRD puts the prescriber in control rather than allowing the patient or pharmacy to continue re-ordering unnecessary items - which leads to oversupply and stockpiling
- ◆ Reduced footfall at the GP practice and fewer telephone calls as patients don't need to collect or order repeat prescriptions for the duration of their eRD batch

Myth busters

Myth— “The prescriber keeps sending prescriptions even though they are not due”

FACT— Prescribers do not send EPS prescriptions directly to the pharmacy, they send them to the NHS Spine from where they are ‘pulled’ down by the pharmacy

EXPLANATION

The rate at which prescriptions are automatically received by the pharmacy is controlled by a combination of how they were prescribed and when the pharmacy sends the previous Dispense Notification (DN)

DNs should only be sent after the items have been issued to the patient.

Myth— “My local pharmacy said that they do not have my prescription and that it has not come down yet”

FACT—If the Repeat dispensing course has been initiated and signed for by the GP electronically then these will be available on the NHS Spine/ NHS Prescription tracker for the pharmacy to ‘PULL’ down onto their system. These will not disappear until the last issue has been dispensed e.g. 6 of 6

EXPLANATION— Once electronic prescriptions have been signed digitally these prescription are sent to the ‘NHS Spine’ .

Depending on the pharmacy these prescriptions can take a varied time to appear on a community pharmacy’s system, sometimes up to an hour. The pharmacy can manually override this by checking the ‘Spine’ or the ‘NHS Prescription Tracker’ and obtaining the prescription code. This code can be copied into their system to bring up the prescription manually.