

Repeat Prescribing in General Medical Practice

CCG Advice on receiving and issuing repeat prescriptions

Practices should move away from a paper-based system for repeat prescription requests to an electronic system for as many patients as possible. This will reduce the need for patients to present at the practice and reduce the administrative burden on the practice associated with processing repeat prescriptions.

Repeat prescription requests

Electronic requests – preferred option for patients who don't already have on-line access. If necessary encourage patients to seek help from family members or friends to set up electronic access:

- On-line access via NHSApp
 - NHSApp allows patients to see their available medicines and request repeat prescriptions.
 - **nhs.uk/nhsapp** in an SMS text works as a link for <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/> if practices wish to send suitable patients a text message about the NHSApp
 - Patients can download the App for iPhone or Android devices and complete the registration and verification process from their Smartphone without attending the surgery, so long as they have a passport or other photo-ID. Further information for patients on registering and using the App is available via: <https://karismc.nhs.uk/nhs-app>.
 - Consider including the link to NHSApp link on practice websites
 - Searches may be available for clinical systems to identify patients registered for NHSApp.
- E-mail requests
 - Set up a dedicated practice e-mail inbox for repeat prescription requests
 - Notify patients via e-mail/text and on the practice website
- Text message requests – suitable patients can request repeat prescriptions via text (SMS) messaging

Telephone requests – if unable to use electronic system

Paper requests – only if electronic/telephone requests are not possible

- Use post box system outside/at front of practice for prescription requests and other paperwork to reduce the number of people entering the building

Repeat prescription issues

- Practices should now move to maximising the Electronic Prescribing Service (EPS) by using **electronic Repeat Dispensing (eRD)**:
 - Consider putting all suitable patients on eRD as soon as possible. This will reduce the need for patients to present at the practice and pharmacy and will reduce the longer-term administrative burden on the practice associated with processing repeat prescriptions
 - eRD allows the prescriber to authorise and issue a batch of repeatable prescriptions for up to 12 months with just one digital signature
 - eRD stores all issues of the eRD prescriptions securely on the NHS Spine and automatically downloads them to the patient's nominated community pharmacy at intervals set by the prescriber.
 - eRD doesn't increase the quantity of medication a patient receives on each prescription

- Patients are required to give their consent for repeat dispensing. This can be verbal and formal written consent is not required but we would recommend recording that consent has been given in the patient's record.
 - eRD allows the cancellation at item or whole prescription level, which will cancel all subsequent issues on the Spine.
 - More information about eRD, including identifying suitable patients and online training, can be found [here](#).
 - Work with members of your Medicines Management Team who are trained in doing electronic Repeat Dispensing (eRD) and have been tasked by the CCG to support you in rolling this out
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- For patients with no stated preferred pharmacy, work with your Medicines Management Team to ensure that all of the patients have been set up with a nominated Pharmacy
 - Relax usual prescription turnaround time to 72 hrs
 - Please prescribe the usual quantities of medication only. Increasing the quantity of medication being prescribed on individual repeat prescriptions can lead to stockpiling which can put a strain on the supply chain and exacerbate any potential shortages.
 - Medication reviews to be 'desktop' –and limited to those specifically mentioned in BMA/ RCGP. Work with the Medicines Management Team to assist with medication reviews where possible

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