

## **Policy for managing existing patients on Electronic Repeat Dispensing (eRD)**

### **Including re-authorisation and cancellation**

**Name of Practice:**

**Agreed by:**

**Date:**

The information in this document is a broad guideline only; it does not override the individual responsibility of healthcare professionals to make decisions appropriate to the circumstances of the individual patient, in consultation with the patient and/or guardian or carer.

Advice in this document is subject to change and will be updated if required. Please contact your local Medicines Management Team for further advice and support.

Collaboration between GP practices, community pharmacies and patients is key to the successful implementation of eRD.

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## Introduction

Patients collecting their last batch prescription of eRD will be requesting new prescriptions. At this point a decision must be made to:

**EITHER** remain on eRD and authorise additional eRD batches (ideally to synchronise with the next regime review and/or chronic condition review),

**OR** cancel eRD and revert to standard monthly repeats.

This document aims to support the processes that will be required to correctly manage patients who have reached the end of their authorised issues on eRD.

**NB It should be noted that online ordering e.g. using Patient Access is the preferred method of prescription ordering. This is the safest and most efficient method and patients should be enabled for online services wherever possible.**

## How to identify eRD from workflow signing task

Medicines that have been repeat dispensed will appear under the 'repeat dispensing' section within the patient's medication tab.

It is important to be aware of the screen difference between an eRD prescription and a standard repeat prescription. It is important that practices have a process for reviewing these patients on a case by case basis.

The only difference with an eRD prescription is the word 'Repeatable' and number of repeats in brackets. Once checked the GP clicks 'approve' and complete'. This is then sent to the spine.

## **eRD "Repeatable" Prescription – screenshot in workflow signing task**



## **Standard Repeat Prescription 'issues' – screenshot in workflow signing task**



*NB "issue 2 of 11" etc may be blank if your practice has switched off the "repeat authorisations" facility*

## **Review and housekeeping of eRD patients**

It should be noted that even with the most robust processes for identifying patients suitable for eRD, some changes to medication and doses will inevitably occur from time to time. When considering re-authorising eRD prescriptions it is important to:

- review directions and doses
- review quantities per prescription item
- review the intervals between prescriptions
- review the number of batches to be issued
- align new prescription issues to any other prescription items that may already be on eRD
- ensure patients on medication requiring monitoring such as high risk medicines receive routine blood tests that are due
- synchronise the number of issues for all of the medicines
- synchronise with the next regime review and/or chronic condition review
- ensure patient recalls for reviews or monitoring are in place prior to the end of the eRD batch
- note whether the patient is active for online services.

**See the resources below for further information on setting up eRD, or your practice “initiation of eRD” policy if you have one.**

In some circumstances where the regime becomes complicated it may be more appropriate to review and cancel eRD. Some examples are:

- Multiple medication changes
- Unstable conditions
- Awaiting hospital admission/procedures
- Drug/condition monitoring overdue
- Patients who are taking Sch 2 and 3 Controlled Drugs or the vitamin K antagonist anticoagulants ie warfarin, acecoumarol (sinthrome), phenindione as these should not be on eRD.

### **1. Re-authorising and issuing a new batch of eRD Prescriptions**

1.1 Patients identified as suitable to remain on eRD can have a new batch of prescriptions re-authorised and issued. The prescriber can click “Approve and complete”. It is important to check that:

- all items are synchronised and the quantity correlates to the dosage and duration of the regime.
- Any disease reviews for patients with multiple co-morbidities have been completed
- Recalls for reviews or monitoring are aligned to the end of a batch.

1.2 if any changes are needed eg to duration, quantities, number of issues, the following screenshots show how to edit a prescription in workflow:



Above is a screenshot of when selecting a patient from workflow management.

Select patient.

Select "open" on the top banner.

The following screen will appear:



In this screen you are able to make changes to the patient's medication before authorising.

Highlight the drug and select "edit".

This screen will allow you to make the necessary changes. Whether that is quantity, duration or authorised issues.

Once the change is made, select “update”.

The updated version will appear on screen

Select “approve and complete”.

## 2. Switching the prescription type from eRD to standard repeat prescriptions- where there are no remaining batches outstanding

If a practice decides that a patient is no longer suitable for eRD, select the “change issue type” option on the right click menu or ribbon. Select Acute or Repeat as appropriate. Should there be remaining issues with the pharmacy you will get the RD cancellation dialogue.



### 3. 3.1. Cancelling Repeat Dispensing Items and processing cancellation rejections

This process is similar to how you carry out medication changes part way through a batch.

3.1. Cancelling an issue when it has been downloaded by the dispenser. Part of this process may be delegated to competent staff.

3.1.1 The prescription tracker shows when the dispenser downloaded the prescription.

Prescription ID	Status	Issue Date	Prescription Type
6039A3-B86067-05A8BV	With dispenser	07-Aug-2015	Repeat Dispensing (0003) Issue 1 of 6
6039A3-B86067-05A8BV	Repeat dispense future instance	07-Aug-2015	Repeat Dispensing (0003) Issue 2 of 6
6039A3-B86067-05A8BV	Repeat dispense future instance	07-Aug-2015	Repeat Dispensing (0003) Issue 3 of 6
6039A3-B86067-05A8BV	Repeat dispense future instance	07-Aug-2015	Repeat Dispensing (0003) Issue 4 of 6
6039A3-B86067-05A8BV	Repeat dispense future instance	07-Aug-2015	Repeat Dispensing (0003) Issue 5 of 6
6039A3-B86067-05A8BV	Repeat dispense future instance	07-Aug-2015	Repeat Dispensing (0003) Issue 6 of 6

*Prescription tracker showing Issue 1 is with dispenser*

3.1.2 The prescriber cancels the issue

Drug / Dosage / Quantity	Usage Current / Average	Last Issue Date / Authoriser	Last Issue Number
D Allopurinol 100mg tablets One To Be Taken Each Day After Food, 28 tablet		Cancellation Rejected LAMB, Joanne (Dr)	Electronic R2
E Simvastatin 10mg tablets One To Be Taken At Night, 28 tablet		07-Aug-2015 LAMB, Joanne (Dr)	1 of 6 Electronic R2
F Aspirin 75mg tablets One To Be Taken Each Day, 3 tablet		07-Aug-2015 LAMB, Joanne (Dr)	1 of 3 Electronic R2
G Calcichew 500mg chewable tablets (Forum Health Products Ltd) One To Be Taken Twice A Day, 28 tablet		07-Aug-2015 LAMB, Joanne (Dr)	1 of 6 Electronic R2
H Levothyroxine sodium 100microgram tablets One To Be Taken Each Morning At Least Minutes Before Breakfast, Caffeine-containing Drinks Or Other Medication, 28 tablet		07-Aug-2015 LAMB, Joanne (Dr)	1 of 6 Electronic R2
I Ramipril 1.25mg capsules One To Be Taken Each Day, 28 capsule		07-Aug-2015 LAMB, Joanne (Dr)	1 of 6 Electronic R2
J Sertraline 100mg tablets One To Be Taken Each Day, 1 tablet		07-Aug-2015 LAMB, Joanne (Dr)	1 of 3 Electronic R2

*Cancelling an issue*



3.1.3 The patient's record shows that a cancellation has been requested

Drug / Dosage / Quantity	Usage Current / Average	Last Issue Date / Authoriser	Last Issue Number / Method
<b>Current</b>			
<b>Acute</b>			
A Amoxicillin 250mg capsules Three Times A Day, 21 capsule		Cancellation Rejected LAMB, Joanne (Dr)	Electronic R2
B Chloramphenicol 0.5% eye drops One Drop To Be Used In The Affected Eye(s) Four Times A Day, 10 ml		Cancellation Rejected LAMB, Joanne (Dr)	Electronic R2
C Paracetamol 500mg tablets One To Be Taken Every 4-6 Hours Up To Four Times A Day, 100 tablet		Cancellation Rejected LAMB, Joanne (Dr)	Electronic R2
<b>Repeat</b>			
D Allopurinol 100mg tablets One To Be Taken Each Day After Food, 28 tablet		Cancellation Rejected LAMB, Joanne (Dr)	Electronic R2
E Simvastatin 10mg tablets One To Be Taken At Night, 28 tablet		07-Aug-2015 LAMB, Joanne (Dr)	Print (Stored)
<b>Repeat Dispensing</b>			
F Aspirin 75mg tablets One To Be Taken Each Day, 3 tablet	Expected End: 16-Aug-2015	07-Aug-2015 LAMB, Joanne (Dr)	1 of 3 Electronic R2
G Calcichew 500mg chewable tablets (Forum Health Products Ltd) One To Be Taken	Expected End: 30-Oct-2015	07-Aug-2015 LAMB, Joanne (Dr)	1 of 6 Electronic R2
H Levothyroxine sodium 100microgram tablets One To Be Taken Each Morning At Least 30 Minutes Before Breakfast, Caffeine-containing Drinks Or Other Medication, 28 tablet	Expected End: 22-Jan-2016	Cancellation Requested LAMB, Joanne (Dr)	1 of 6 Electronic R2
I Ramipril 2.5mg capsules One To Be Taken Each Day, 20 capsule	Expected End: 22-Jan-2016	07-Aug-2015 LAMB, Joanne (Dr)	1 of 6 Electronic R2
J Sertraline 100mg tablets One To Be Taken Each Day, 1 tablet	Expected End: 10-Aug-2015	07-Aug-2015 LAMB, Joanne (Dr)	1 of 3 Electronic R2

Cancellation requested

3.1.4 The cancellation of the *current issue* is immediately rejected in EPS because the dispenser has already downloaded the prescription, however the batches which are still in the spine will be cancelled.

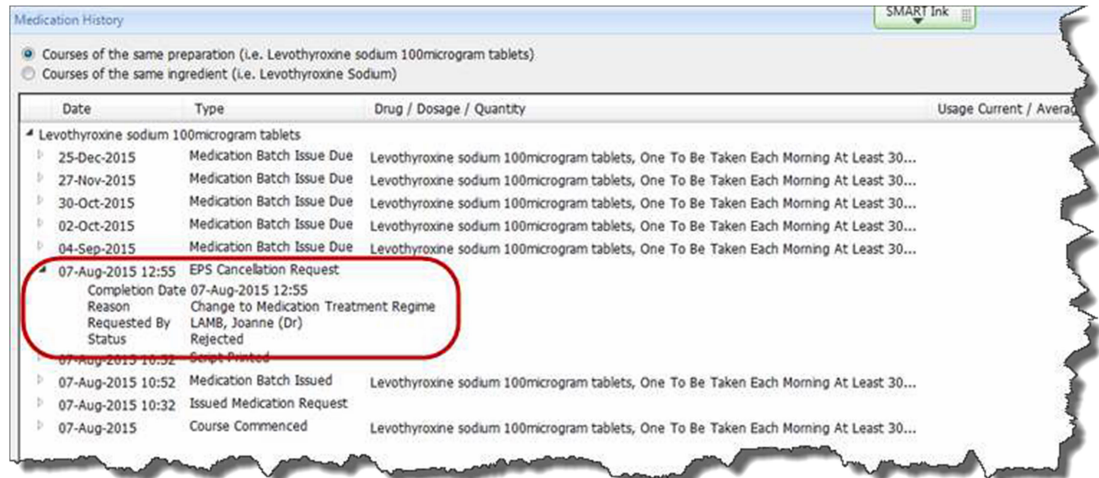
The item is updated in the patient's record to show that the cancellation has been rejected, and the yellow banner above the patient precis displays the reason for rejection.

Drug / Dosage / Quantity	Usage Current / Average	Last Issue Date / Authoriser	Last Issue Number / Method
<b>Current</b>			
<b>Acute</b>			
A Amoxicillin 250mg capsules Three Times A Day, 21 capsule		Cancellation Rejected LAMB, Joanne (Dr)	Electronic R2
B Chloramphenicol 0.5% eye drops One Drop To Be Used In The Affected Eye(s) Four Times A Day, 10 ml		Cancellation Rejected LAMB, Joanne (Dr)	Electronic R2
C Paracetamol 500mg tablets One To Be Taken Every 4-6 Hours Up To Four Times A Day, 100 tablet		Cancellation Rejected LAMB, Joanne (Dr)	Electronic R2
<b>Repeat</b>			
D Allopurinol 100mg tablets One To Be Taken Each Day After Food, 28 tablet		Cancellation Rejected LAMB, Joanne (Dr)	Electronic R2
E Simvastatin 10mg tablets One To Be Taken At Night, 28 tablet		07-Aug-2015 LAMB, Joanne (Dr)	Print (Stored)
<b>Repeat Dispensing</b>			
F Aspirin 75mg tablets One To Be Taken Each Day, 3 tablet	Expected End: 16-Aug-2015	07-Aug-2015 LAMB, Joanne (Dr)	1 of 3 Electronic R2
G Calcichew 500mg chewable tablets (Forum Health Products Ltd) One To Be Taken	Expected End: 30-Oct-2015	07-Aug-2015 LAMB, Joanne (Dr)	1 of 6 Electronic R2
H Levothyroxine sodium 100microgram tablets One To Be Taken Each Morning At Least 30 Minutes Before Breakfast, Caffeine-containing Drinks Or Other Medication, 28 tablet	Expected End: 22-Jan-2016	Cancellation Rejected LAMB, Joanne (Dr)	1 of 6 Electronic R2

Cancellation rejected

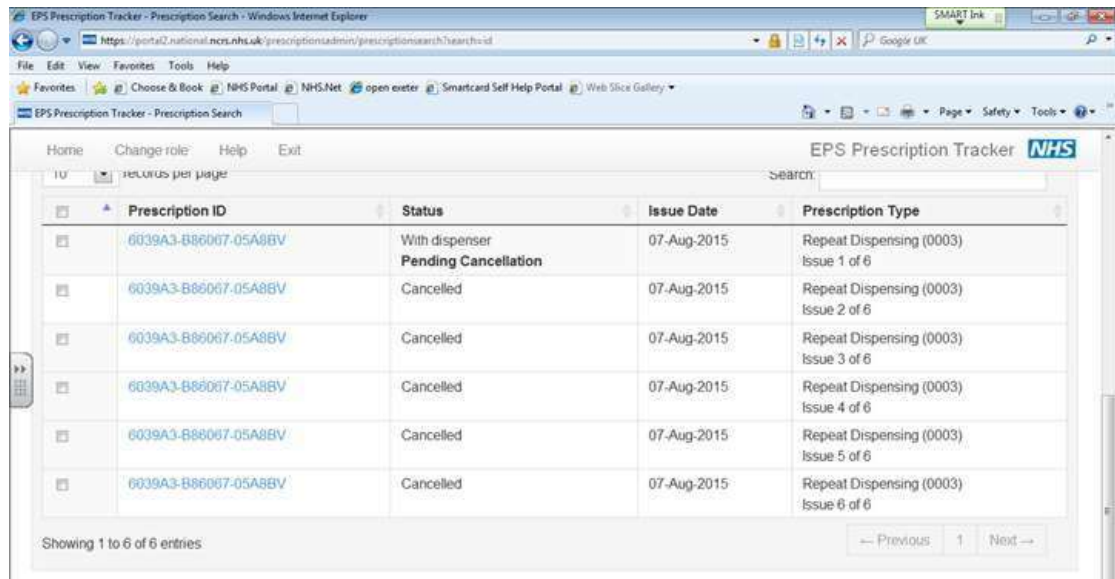


3.1.5 The drug history screen shows the rejected cancellation request and the remaining five batches.



*Drug history screen showing rejected cancellation request*

3.1.6 The prescription tracker now shows us that issue one is pending and issues two to six have been cancelled.



*Prescription tracker showing pending cancellation*

EPS Prescription Tracker - Prescription and Dispe...

Repeat Dispensing (0003) - Issue 1 of 6  
 Days Supply = 28

**Prescription Type**  
 General Practitioner Prescribing - GP (0101)

**Date/Time Signed**  
 07-Aug-2015 11:52:35

**Prescriber Organisation**

**Prescriber Contact**

LLOYDSPHARMACY  
**Dispenser Contact**

**Patient NHS ID**  
 999 037 7904

**Prescription Status**  
 With dispenser

**Applied Cancellations**  
 None

**Pending Cancellations**  
 Lineltem 1 - Pending: Change to Medication Treatment Regime

**Prescription Event History**

Message	Sent Date	Organisation	From Status	To Status
Prescription upload successful	07-Aug-2015 10:52:36		None	To be dispensed
Nominated Release Request successful	07-Aug-2015 12:16:33	None	To be dispensed	With dispenser
Administrative update successful; for fields=[] for issueList=[Available]	07-Aug-2015 12:28:48	990101234567	With dispenser	With dispenser
Prescription/item was not cancelled. With dispenser. Marked for cancellation	07-Aug-2015 12:55:35		With dispenser	With dispenser

**Pending cancellation detail**

3.1.7 It is now the responsibility of the prescriber to ask the dispenser to return the current issue to the spine.

3.1.8 When the dispenser returns the prescription to the spine, the subsequent cancellation is performed in EPS. The prescriber can then check the prescription tracker to be sure that the subsequent cancellation has been successful

EPS Prescription Tracker - Prescription Search - Windows Internet Explorer

Search Results

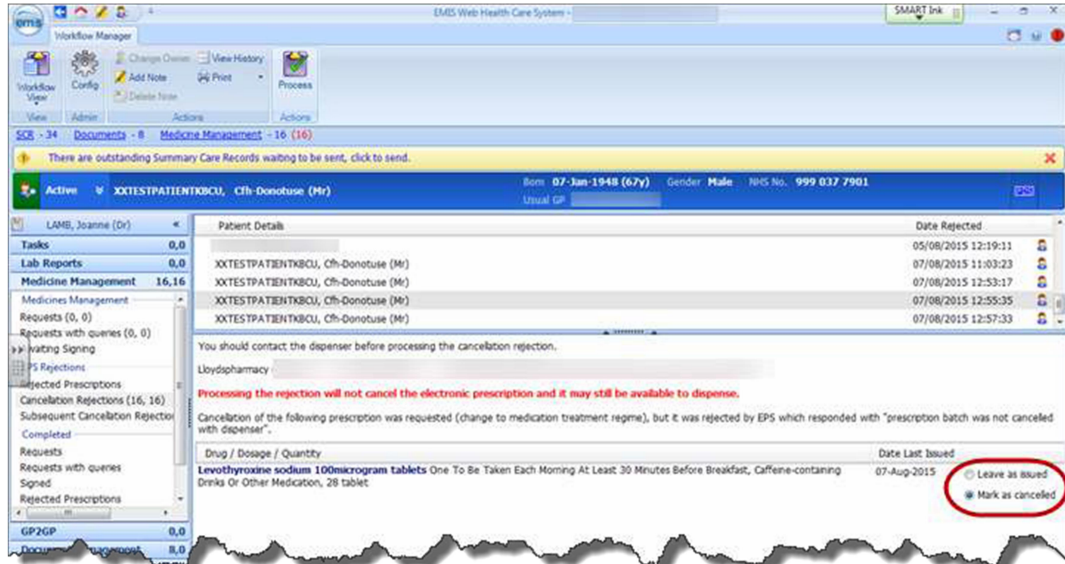
10 records per page

Prescription ID	Status	Issue Date	Prescription Type
6039A3-B86067-05A8BV	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 1 of 6
6039A3-B86067-05A8BV	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 2 of 6
6039A3-B86067-05A8BV	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 3 of 6
6039A3-B86067-05A8BV	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 4 of 6
6039A3-B86067-05A8BV	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 5 of 6
6039A3-B86067-05A8BV	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 6 of 6

Showing 1 to 6 of 6 entries

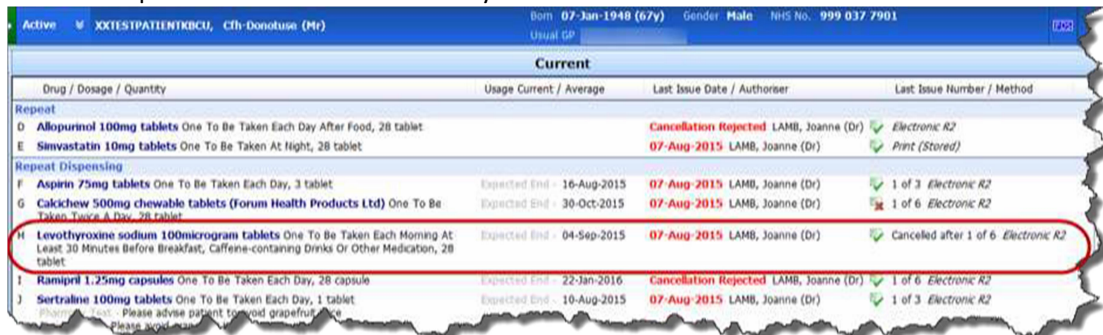
**Prescription tracker showing successful cancellations of RD items**

3.1.9 The patient's record is not automatically updated to show the subsequent cancellation, and the prescriber must manage this task manually in workflow manager to ensure the patient's record is correct.



*Marking item as cancelled*

3.1.10 The patient's record now accurately reflects the successful cancellation.



*Patient's record showing successful cancellation*

3.1.11 The cancellations are also displayed in the drug history screen.

Medication History

Courses of the same preparation (Le. Levothyroxine sodium 100microgram tablets)  
 Courses of the same ingredient (Le. Levothyroxine Sodium)

Date	Type	Drug / Dosage / Quantity
Levothyroxine sodium 100microgram tablets		
25-Dec-2015	Cancelled Medication Batch Issue Due	Levothyroxine sodium 100microgram tablets, One To Be Taken Each Mo
27-Nov-2015	Cancelled Medication Batch Issue Due	Levothyroxine sodium 100microgram tablets, One To Be Taken Each Mo
30-Oct-2015	Cancelled Medication Batch Issue Due	Levothyroxine sodium 100microgram tablets, One To Be Taken Each Mo
02-Oct-2015	Cancelled Medication Batch Issue Due	Levothyroxine sodium 100microgram tablets, One To Be Taken Each Mo
04-Sep-2015	Cancelled Medication Batch Issue Due	Levothyroxine sodium 100microgram tablets, One To Be Taken Each Mo
Electronic Type EPS Release 2 Entered By [redacted] Entered On 07-Aug-2015 10:52 Issue Type Electronic Pharmacy Lloydsparmacy Prescriptions <a href="#">View</a> Privately Prescribed False Stamp Doctor [redacted]		
07-Aug-2015 13:50	Issue Cancelled	
07-Aug-2015 13:50	Issue Cancelled	
07-Aug-2015 13:50	Issue Cancelled	
07-Aug-2015 13:50	Issue Cancelled	
07-Aug-2015 13:50	Issue Cancelled	
Cancelled By LAMB, Joanne (Dr) Reason Change to Medication Treatment Regime		
07-Aug-2015 12:55 EPS Cancellation Request Completion Date 07-Aug-2015 12:55 Reason Change to Medication Treatment Regime Requested By LAMB, Joanne (Dr) Status Cancelled		

*Drug history showing successful cancellation of RD items*

3.2. When a repeat dispensing prescription is cancelled, but the dispenser has already dispensed the prescription, EPS rejects the cancellation. The status in the tracker shows that the issue has been dispensed, and marks it as 'Pending cancellation'. It may be necessary for you to contact the patient if they are to stop taking it.

EPS Prescription Tracker - Prescription Search

Home Change role Help Exit EPS Prescription Tracker

Search Results

10 records per page Search:

Prescription ID	Status	Issue Date	Prescription Type
698D80-B86067-05A8C6	Dispensed <b>Pending Cancellation</b>	07-Aug-2015	Repeat Dispensing (0003) Issue 1 of 6
698D80-B86067-05A8C6	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 2 of 6
698D80-B86067-05A8C6	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 3 of 6
698D80-B86067-05A8C6	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 4 of 6
698D80-B86067-05A8C6	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 5 of 6
698D80-B86067-05A8C6	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 6 of 6

*Pending cancellation for dispensed item in EPS tracker*

### **Summary**

Cancelling EPS prescriptions which have not yet been downloaded by the dispenser is quick and straightforward. However, subsequent cancellations require manual intervention, and the prescribing organisation needs to:

1. Contact the dispenser and ask them to return the prescription.
2. Check the prescription tracker to confirm the prescription has been returned to the spine and subsequently cancelled.
3. Manually action the task in Workflow Manager to ensure that the patient's record is updated accurately.
4. It may be necessary for you to contact the patient if the medicine has already been dispensed and they are to stop taking it.

If you don't deal with the subsequent cancellation tasks, your patient records could be out of date.

### **Deceased patients**

If a patient dies, the death notification recorded at the practice will cancel any outstanding batches from the NHS spine.

### **Patients who leave/have left the practice**

If a patient leaves the practice the practice must electronically cancel all outstanding issues of eRD prescriptions and notify the patient that the eRD prescription is no longer available from their nominated pharmacy. Practice should ensure this check is part of their de-listing processes.

### **Prescribers who leave the practice**

If a prescriber leaves the GP practice before expiry of all issues, the practice must cancel all outstanding issues of eRD via their prescribing system. Practices should ensure this check is part of their prescriber management processes

## **Useful resources**

- [NECS e-learning tool](#)
- NHS BSA [What is eRD? – an overview](#)
- [NHS England electronic Repeat Dispensing guidance](#)
- [NHS Digital Electronic Repeat Dispensing for prescribers](#)
- [Wessex eRD Handbook](#)

### **Acknowledgements**

Wessex AHSN – electronic repeat dispensing handbook