

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. <u>Re-authorising and issuing a new batch of eRD Prescriptions</u>

- 1.1 Patients identified as suitable to remain on eRD can have a new batch of prescriptions reauthorised 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:



Viokflow Manager	0	*				0
Viseday Viget Cords View Adda A	t → Diver Hotery High Processy High Proces					
SCR - 10 Documents - 9 Mer	Some Management - 20 (20) Registration	-55 Lab.Reports -11 (1) 8	al Jobce - 0 (9)			
New priority Workflow Items n	eceived - Lab Reports					
There are outstanding Summa	ary Care Records waiting to be sent, click to s	nd.				
Active: ¥ DO NOT USE-1	ESTPATIENT, Xxtest (Mm)	Bom 1 Usual G	Gender Female	NHG No.	_	
Global View «	Patient Details				Source	Request Date
Tasks 122,61 Lab Reports 11,1	CONOT USE-TESTPATIENT, XMM	t (Mrs)			(34	m) 03-34-2020 G
Registration 55,0 Hedicine Hanagement 89,36						8
Requests Requests with queries (58, 5) Awating Spring (3, 3)	***TEST TEST***		.—.			PapeTel2
EPS Rejections Rejected Prescriptions Cancelation Rejections (28, 28) Subsequent Cancelation Relector	Orug / Desige / Quantty Losartan 25mg tablets One To Be Take	n Each Day, 28 tablet				Date Last Inned Date 5

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:

WarkSow Manager	Workflow Task		-C)		9
Juner • History dd Note MiRoply Islam Note X Close Action	Add Drug Artist Autoriser AcCharge All Regime Review & Charge Selection Modify 7	Phomacy Message 20 Normations	Passor	Approve and Complete	
- 10 Documenta - New priority Workflo	Medone Nanatement - 28 (28) w Items received - Lab Reports	Redistration - 55 Life Reports - 1	1 (1) <u>Mailebox</u> - 8 (4)		
There are outstands	ing Summary Care Records waiting to be s	sent, click to send.			
Active ¥ DO N	NOT USE-TESTIPATTENT, Xodest (Miss)	Born Utsaal C	Gender	Female NHS No.	
TEST TEST					
Last regme revie	ew has expired				Send Reminder Review
NHS Printed S	icript (oon-EPS)				
🛆 Losartan 3	25mg tablets One To Be Taken Each Da	ry, 28 tablet			Repeatable (6) Refer

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

Highlight the drug and select "edit".



DO NOT USE-TESTPATIENT, Xxtest (Mrs) Born : NHS No Name Losartan 25mg tablets Pack Det Dosage One To Be Taken Each Day V Quantity 28 tablet Duration	Alls Price Supplier
Name Losartan 25mg tablets Pack Det Dosage One To Be Taken Each Day Image: Comparison of tablet Description Quantity 28 tablet Duration 28 Day(s)	ails Price Suppler
Dosage One To Be Taken Each Day 28 tablet 28 tablet Quantity 28 tablet Duration 28 tablet	File Supplet
Rx Types Repeat dispensing Authorised Issuel 6 Private Personally-administered	£16.18 Merck Sharp & Dohme Ltd £1.81 Drug Tariff England/Wale £16.18 Teva UK Ltd
Authorising Clinician Variable use Optional Uteration Control Optional	Prescription Information

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".

Workflow Manager	Workflow Task		
wher History History M Reply dete Note Close	Add Drug VEA: Pharmacy Message 200 Nomination Authoriser Grange All Patient Message Uppancy Pagime Review S Dange Selection	Reason	
Action	Modily Reputst	Reject Request Issue	
10 Documents	- 9 Medicine Management - 28 (28) Registration - 55 Lab Reports	-11 (1) Mailinbox -8 (4)	La Lad Isi
New priority Workfle	ow Items received - Lab Reports		
There are outstand	ing Summary Care Records waiting to be sent, click to send.		
Active ¥ DO I	NOT USE-TESTPATIENT, Xotest (Mrs) Born : Usual G	Gender Female NHS No.	1 23 6
1			
TEST TEST			
🛆 Last regime revi	ew has expired		Send Reminder Review
NHS Printed S	Script (non-EPS)		-
1	and the second se		
△ Losartan	25mg tablets One To Be Taken Each Day, 28 tablet		Repeatable (3)
		0	

The updated version will appear on screen

Select "approve and complete".

2. <u>Switching the prescription type from eRD to standard repeat prescriptions- where there are</u> 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.



July 2020



3. 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.

EPS Pres	cription Tracke 🗙 🍘 NHSmail		8	🔹 🗟 🔹 🚔 👻 Page 🔹 Safety 👻 Tools 🔹
Home	Change role Help Exit		1	EPS Prescription Tracker
Search	Results 🕢			
10 💽	records per page		Search	
13 *	Prescription ID	Status	Issue Date	Prescription Type
EI.	6039A3-B86067-05A8BV	With dispenser	07-Aug-2015	Repeat Dispensing (0003) Issue 1 of 6
E	6039A3-B86067-05A8BV	Repeat dispense future instance	07-Aug-2015	Repeat Dispensing (0003) Issue 2 of 6
10	6039A3-B86067-05A8BV	Repeat dispense future instance	07-Aug-2015	Repeat Dispensing (0003) Issue 3 of 6
12	6039A3-B86067-05A8BV	Repeat dispense future instance	07-Aug-2015	Repeat Dispensing (0003) Issue 4 of 6
El	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

Active 😻 XXTESTPATIENTKBCU, Cfh-Donotuse (Mr)		Born 07-Jan-1948 (67y) Usual GP	Gender Male	NHS No. 999 (37 7901	
		Current				5
Drug / Dosage / Quantity		Usage Current / Average	Last Issue Dat	e / Authoriser		Last Issue Number
Allopurinol 100mg tablets One To Be Taken Each Day After Food, 28 tablet			Cancellation F	Rejected LAMB, Jo	anne (Dr) 🌄	Electronic R2
E Sinvastatin 10mg tablets One To Be Taken At Night, 28 tablet	30	Issue	07-Aug-2015	LAMB, Joanne (Dr) 👽	Print (Stored)
Repeat Dispensing	1	Reauthorise				
F Aspirin 75mg tablets One To Be Taken Each Day, 3 tablet		Cancel Issue	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	3,	Edit	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		Rx Type	07-Aug-2015	LAMB, Joanne (Dr) 💡	1 of 6 Electronic R2
Ramipril 1.25mg capsules One To Be Taken Each Day, 28 capsule		G/ I Switch	07-Aug-2015	LAMB, Joanne (Dr) 👽	1 of 6 Electronic R2
J Sertraline 100mg tablets One To Be Taken Each Day, 1 tablet Pharmacy Text - Please advise patient to avoid grapefruit juice Patient Text - Please avoid grapefruit juice	10	Restart Match	07-Aug-2015	LAMB, Joanne (Dr		1 of 3 Electronic R
Alergies No allergies recorded for this patient. Regime Screen Externot Message Prescrip		Link Problems Reprint Extra Label				1
Destra		Drug History	reet, Little For	Anna and	~	

Cancelling an issue



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



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.

Active # XOTESTPATIENTRICU, Cfh-Denotuse (Mr)	Com 07-Jan-1948 (67y) Usual GP (0r)	Gender Male Nes No. 999 037 7901	
	Current		
Drug / Dosage / Quantity	Usage Current / Average	Last Issue Date / Authoriser	Last Issue Number / Meth
ute			
Amoxicilin 250mg capsules Three Times A Day, 21 capsule		Cancellation Rejected LAMB, Joanne (Or)	/ Electronic R2
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
Paracetamol 500mg tablets One To Be Taken Every 4-6 Hours Up To Four Times A Day, 100 tablet		Cancellation Rejected LANS, Joanne (Dr)	Electronic R2
epeat			
Allopurinol 100mg tablets One To Be Taken Each Day After Food, 28 tablet		Cancellation Rejected LAMB, Joanne (Dr)	 Electronic R2
Sinvastatin 10mg tablets One To Be Taken At Night, 28 tablet		07-Aug-2015 LAMB, Joanne (Dr)	Print (Stored)
peat Dispensing			
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
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
Levothyroxine sodium 100microgram tablets One To 8e Taken Each Homing At Least 30 Minutes Before Breakfast, Caffeine-containing Drinks Or Other Medication, 28 tablet	Extracted End - 22-Jan-2016	Cancellation Rejected LANB, Joanne (Dr)	1 of 6 Electronic R2
Jacobs Bo Mannie seconded for this nation? Reams Real	and Date		

Cancellation rejected



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

	Date	Tuna	Dava / Decade / Owanthy	Lisson Ourrent / Aver
	Date	туре	bidg / bosage / Quanticy	Usage Current / Aven
Le	vothyroxine sodium 1	oomicrogram tablets		
	25-Dec-2015	Medication Batch Issue Due	Levothyroxine sodium 100microgram tablets, One To Be Taken Each Morning At Least 30	
2	27-Nov-2015	Medication Batch Issue Due	Levothyroxine sodium 100microgram tablets, One To Be Taken Each Morning At Least 30	
2	30-Oct-2015	Medication Batch Issue Due	Levothyroxine sodium 100microgram tablets, One To Be Taken Each Morning At Least 30	
þ	02-Oct-2015	Medication Batch Issue Due	Levothyroxine sodium 100microgram tablets, One To Be Taken Each Morning At Least 30	
þ.	04-Sep-2015	Medication Batch Issue Due	Levothyroxine sodium 100microgram tablets, One To Be Taken Each Morning At Least 30	
	07-Aug-2015 12:55 Completion Date Reason Requested By Status	EPS Cancellation Request e 07-Aug-2015 12:55 Change to Medication Treatr LAMB, Joanne (Dr) Rejected Script Privted	ment Regime	
þ	07-Aug-2015 10:52	Medication Batch Issued	Levothyroxine sodium 100microgram tablets, One To Be Taken Each Morning At Least 30	
6	07-Aug-2015 10:32	Issued Medication Request		
	07-Aug-2015	Course Commenced	Levothyroxine sodium 100microgram tablets. One To Be Taken Each Morning At Least 30	

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.

3 le	Edit View	ps://portal2.national.ncm.nhs.uk/prescriptioniadir Favorites Tools Help	in/prescriptionseenthTreamhold		A P Google Lat P
Fr El	evorites 🛛 🙀	g Choose & Book g NHS Portal g NHS.Net racker - Prescription Search	🝘 open exeter 👩 Smartcard Self Help Portal 👩 V	/eb Slice Gallery 👻	🗿 • 🔯 - 🖾 🚔 • Page • Safety • Tools • 🚱 •
1	Home 10 💌	Change role Help Exit secords per page			EPS Prescription Tracker NHS search
	13 A	Prescription ID	Status	issue Date	Prescription Type
	ы	6039A3-886007-05A8BV	With dispenser Pending Cancellation	07-Aug-2015	Repeat Dispensing (0003) Issue 1 of 6
	н	6039A3-B86067-05A8BV	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 2 of 6
2	E	6039A3-886067-05A8BV	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 3 of 6
	E	6839A3-888067-05A88V	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 4 of 6
	D	6039A3-B86067-05A8BV	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 5 of 6
		6639A3-B86067-05A8BV	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 6 of 6
	Showing 1 to	6 of 6 entries			← Previous 1 Next →

Prescription tracker showing pending cancellation



Repeat Dispensing (0003) - Issue 1 of 6	LLOYDSPHARMAG	CY		
Days Supply = 28	Dispenser Contact			
Prescription Type				
General Practitioner Prescribing - GP (0101)	Patient NHS ID			
Date/Time Signed	000 037 7001			
07-Aug-2015 11:52:35	Prescription Status			
Prescriber Organisation	With dispenser)		
	Applied Cancellatio	ns		
Prescriber Contact	None			
r leachder contact	Panding Cancellatio			-
	rending cancenaut	/113		
	Lineltern 1 - Pendin	g: Change to Medi	cation Treatment Rep	gime
	Lineltern 1 - Pendin	g. Change to Medi	cation Treatment Re	gime
Prescription Event History	Lineltern 1 - Pendin	g. Change to Medi	cation Treatment Re	gime
Prescription Event History 🚱	Lineltern 1 - Pendin Sent Date	g: Change to Medi	cation Treatment Re	gime To Status
Prescription Event History Message Prescription upload successful	LineItem 1 - Pendin Sent Date 07-Aug-2015 10:52:36	g: Change to Medi	From Status	To Status To be dispensed
Prescription Event History Message Prescription upload successful Nominated Release Request successful	LineItem 1 - Pendin Sent Date 07-Aug-2015 10:52:36 07-Aug-2015 12:16:33	Organisation None	From Status None To be dispensed	To Status To be dispensed With dispenser
Prescription Event History Image: Comparison of the second se	LineItem 1 - Pendin Sent Date 07-Aug-2015 10:52:36 07-Aug-2015 12:16:33 07-Aug-2015 12:28:48	Organisation Organisation None 990101234567	From Status None To be dispensed With dispenser	To Status To be dispensed 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

B	S Prescription Trac	ker - Prescription Search - Windows Inter	net Explorer		SMART Ink
1	🕡 🔹 https:	//portal2.national.ncrs.nhs.uk/prescriptic	intadmin/prescriptionstarch/hearchoid		- 🔒 ⊇ 4 × ₽ Google UK
	Edit View Fa	vorites Tools Help			
E	evorites 🛛 🍰 🔊 PS Prescription Tra	Choose & Book @ NHS Portal @ Ni cker - Prescription Search	45.Net 🔏 open exeter 👩 Smartcard Self Help Po	vtal @) Web S5ce Gallery ♥	🛐 • 🔯 • 🖙 🖶 • Page • Safety • Too
	Home C	hange role Help Exit			EPS Prescription Tracker
	Search Re	esults 😡			
	10 💌	records per page			Search:
	10 *	Prescription ID	Status	Issue Date	Prescription Type
	8	6039A3-886067-05A8BV	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 1 of 6
	•	6039A3-886067-05A8BV	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 2 of 6
		6039A3-886067-05A8BV	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
	8	6039A3-886067-05A8BV	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 5 of 6
	8	6039A3-886067-05A8BV	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 6 of 6

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.

Workflow Manager		0	
A Starte Dave Charles			- M U
Vise Confg Address (Confg Vise Vise Vise Admin Admin Admin Admin SSE - 34 Decumenta - 8 Medicine Million There are outstanding Summary Ca	Inex Heatory Net - Process Actions Operating 10 (16) Records waiting to be sent, click to send.		×
Active & XXTESTPATIENTION	U, Cfh-Donotuse (Hr) Born 97-Juan 1948 (67y) Gender Hale HelS No. 999 037 790 Unual GR	n /*	2
🖞 LAME, Joanne (Or) 🗶	Patient Details	Date Rejected	
Tasks 0,0		05/08/2015 12:19:11	8
Lab Reports 0.0	IXTESTPATIENTKECU, Ch-Donotuse (Mr)	07/08/2015 11:03:23	8
Medicine Management 16,16	KXTESTPATIENTKBCU, Cfh-Donotuse (Mr)	07/08/2015 12:53:17	8
Medicines Management	KXTESTPATIENTKBOJ, Cfh-Donotuse (Mr)	07/08/2015 12:55:35	0
Requests (0, 0)	IXITESTPATIENTXBCU, Ch-Donotuse (Mr)	07/08/2015 12:57:33	8 -
Appointed with owners (0, 0) Appointed with owners (0, 0)	should contact the dispanser before processing the cancellation rejection. displarmacy cessing the rejection will not cancel the electronic prescription and it may still be available to dispense. cellation of the following prescription was requested (change to medication treatment regme), but it was rejected by EPS which responded dispenser'.	with "prescription batch was not ca	anceled
Requests D	ug / Dosage / Quantity	Date Last Issued	-
Repuests with queries Signed Rejected Prescriptions GP2GP 0,0 Document upgroups, 8,0	othyroxine sodium 100microgram tablets One To Be Taken Each Morning At Least 30 Mnutes Before Breakfast, Caffene-containing is Or Other Medication, 28 tablet	07-Aup-2015 Leave as	anceled

Marking item as cancelled

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

Active V XXTESTPATIENTKBCU, Cfh-Donotuse (Mr)	Bom 07-Jan-1948 Usual GP	(67y) Gender Male NHS No. 999 037	7901
	Current		
Drug / Dosage / Quantity	Usage Current / Average	Last Issue Date / Authoriser	Last Issue Number / Method
epeat		and the second second second	
Allopurinol 100mg tablets One To Be Taken Each Day After Food, 28 tablet		Cancellation Rejected LAMB, Joanne (Dr)	V Electronic R2
Simvastatin 10mg tablets One To Be Taken At Night, 28 tablet		07-Aug-2015 LAMB, Joanne (Dr)	Print (Stored)
speat Dispensing			
Aspirin 75mg tablets One To Be Taken Each Day, 3 tablet	Expected End - 16-Aug-2015	07-Aug-2015 LAMB, Joanne (Dr)	V 1 of 3 Electronic R2
Calcichew 500mg chewable tablets (Forum Health Products Ltd) One To Be Taken Twore A Day, 28 tablet	Expected End + 30-Oct-2015	07-Aug-2015 LAMB, Joanne (Dr)	1 of 6 Electronic R2
Levothyroxine sodium 100microgram tablets One To Be Taken Each Moming At Least 30 Moutes Before Breakfast, Caffeine-containing Drinks Or Other Medication, 28 tablet	Expected lind + 04-Sep-2015	07-Aug-2015 LAM8, Joanne (Dr)	Cancelled after 1 of 6 Electronic R2
Ramipril 1.25mg capsules One To Be Taken Each Day, 28 capsule	Expected End - 22-Jan-2016	Cancellation Rejected LAMB, Joanne (Dr)	V 1 of 6 Electronic R2
Sertraline 100mg tablets One To Be Taken Each Day, 1 tablet Planma, Text Please advise patient to youd grapefruit Nee Please advise patient to youd grapefruit Nee	Expected End - 10-Aug-2015	07-Aug-2015 LAMB, Joanne (Dr)	1 of 3 Electronic R2

Patient's record showing successful cancellation

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



	Date	Type	Drug / Dosage / Quantity
4 14	evothyroxine sodium 1	00microgram tablets	
÷.	25-Dec-2015	Cancelled Medication Batch Issue Due	Levothyroxine sodium 100microgram tablets, One To Be Taken Each M
Þ	27-Nov-2015	Cancelled Medication Batch Issue Due	Levothyroxine sodium 100microgram tablets, One To Be Taken Each M
p-	30-Oct-2015	Canceled Medication Batch Issue Due	Levothyroxine sodium 100microgram tablets, One To Be Taken Each M
÷.	02-Oct-2015	Cancelled Medication Batch Issue Due	Levothyroxine sodium 100microgram tablets, One To Be Taken Each M
	Electronic Type Entered By Entered On Issue Type Pharmacy Prescriptions Privately Prescrit Stamp Doctor	EPS Release 2 07-Aug-2015 10:52 Electronic Lloydspharmacy <u>View</u> bed False	Levolgionie sociali zoniklografi dolety, one to se raker pacifie
÷.	07-Aug-2015 13:50	Issue Cancelled	
÷.	07-Aug-2015 13:50	Issue Cancelled	
P.	07-Aug-2015 13:50	Issue Cancelled	20
Þ	07-Aug-2015 13:50	Issue Cancelled	
	07-Aug-2015 13:50 Cancelled By LA Reason Ch 07-Aug-2015 12:55 Completion Date	Issue Cancelled MB, Joanne (Dr) ange to Medication Treatment Regime EPS Cancelation Request e 07-Aug-2015 12:55	
	Reason Requested By Status	Change to Medication Treatment Regim LAMB, Joanne (Dr) Cancelled	e

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.

PS Prescription Tracker - Prescription Search 🔯 👻 📾 💌 Page 👻 Safety 🕶 Tools •								
Home	Change role Help Exit			EPS Prescription Tracker				
Search	Search Results 👩							
10	records per page Search:							
8	Prescription ID	Status	Issue Date	Prescription Type				
B	698D80-B86067-05A8C6	Dispensed Pending Cancellation	07-Aug-2015	Repeat Dispensing (0003) Issue 1 of 6				
13	698D80-B86067-05A8C8	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 2 of 6				
13	698D80-B86067-05A8C6	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 3 of 6				
8	698D80-B86067-05A8C6	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 4 of 6				
8	698D80-B86067-05A8C6	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 5 of 6				
12	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 <u>What is eRD? an overview</u>
- <u>NHS England electronic Repeat Dispensing guidance</u>
- <u>NHS Digital Electronic Repeat Dispensing for prescribers</u>
- Wessex eRD Handbook

Acknowledgements

Wessex AHSN – electronic repeat dispensing handbook