



Nottingham and  
Nottinghamshire

# Managed Repeats

## Third party ordering

Third party ordering – a service for patients that has been agreed primarily between the community pharmacy and an individual patient where the community pharmacy is empowered by the patient to order and collect their repeat medicines

## **Background**

The medicines optimisation team are asked by practices for help and support around stopping third party ordering - in order to support our practices, we have developed some support tools that practices can use when deciding to stop third party ordering.

This support pack provides generic templates and information that the practice may wish to use when implementing changes to third party ordering. The information provided has been kindly shared by practices who have already implemented these changes within their own practice.

It is good practice to ensure all stakeholders affected by this change must be consulted prior to any final decision being made by the practice. Practices should ensure they have a robust, safe process in place to ensure all patients are informed and supported throughout the process.

Please note: Implementing stopping third party ordering will need to be a practice decision.

Version Control – Third party ordering			
Version	Author	Date	Changes/Approved by:
1.0	Sameena Mir	03.2019	Approved at CPMT 14.03.19 Approved at GNMOC 28.03.19
2.0	Sameena Mir	11.2019	Approved at CPMT 23.01.20
2.1	Nicola Buxton	17/06/2022	Icon changed to Nottingham & Nottinghamshire CCG Ordering duration changed from 7-10 days to 7 days
3.0	Tania Cook	06/22	Changed CCG logo to ICB Removed NHS logo from example screen messages. Updated footer and front page

## CHECKLIST OF ACTIONS FOR GP PRACTICE PRIOR TO GO LIVE DATE

- **Local community pharmacy meeting:** Engagement with local community pharmacies would be good practice to make them aware of the changes. Ideally this should be done a minimum of 12-16 weeks prior to the go live date to ensure a safe and robust transition for all parties involved.
- **Patient Participation Groups (PPG):** Discuss the changes and the reason why the practice has made this decision. Ideally engagement with your PPG should be early in the process as they are well placed for engaging with patients.
- **SMS message:** The practice may wish to send a text to all patients signed-up to receive text messages  
See examples below of standard statements you may wish to use to inform patients:

- We are no longer accepting repeat prescription requests from community pharmacies on behalf of patients. Patients (or their carer, nominated family member/friend) will need to order repeat prescriptions directly from the GP practice. Collection of repeat prescriptions from GP practices by community pharmacies on behalf of patients will not be affected.
- Some patients may continue to need pharmacy support with repeat prescription ordering and managed repeats. Please contact the practice if this is required.

- **Right-hand side of prescription:** “we will **no longer** accept repeat prescription requests from community pharmacies on behalf of patients from [add date]
- Some patients may continue to need pharmacy support with repeat prescription ordering and managed repeats. Please contact the practice if this is required

- **Repeat prescription drop box:** Be vigilant to any community pharmacies ignoring this change and who continue to drop off repeat requests.
- **District Nurses (DNs) and other allied health care professionals:** Liaise with locality lead so they can inform the entire locality DN team of the changes and be aware of this if they get any questions from the patients they visit.
- **Feedback:** Any patient feedback should be dealt with by the practice as per practice policy

### **Communication**

- Inform all pharmacies used by your patients of the change.
- Inform all patients of the change by letter, text/email or other means agreed within your practice.

### **Practice website**

- Add information about change to repeat ordering process
- Message promoting online ordering via website or app

Some patients may benefit from the electronic repeat dispensing (eRD) service. An example of a standard statement to highlight this service is below.

If you, or someone you care for, use the same medicines daily (i.e., regularly), you may be able to benefit from using the NHS electronic repeat dispensing (eRD) service the practice offers to suitable patients. This service means you won't have to order your repeat prescription from the GP practice every time you need more medicine. You would request your medication from your nominated community pharmacy. Speak to a member of the practice's prescription team to check if this service would be suitable for you.

To help GPs and practice staff with patient queries around third party repeat prescription ordering changes:

**Key messages to relay:**

1. This change only affects patients who are on repeat prescription and who order their prescription in the following ways:
  - a) Have an agreement with a pharmacy to order/request a prescription on their behalf.
  - b) Take their counterfoil prescription to a community pharmacy for them to request prescriptions on their behalf

**Patients who use the GP practice/online method to request prescriptions are not affected.**

2. Patients will receive their first prescription as normal from [ADD DATE] but will need to order the next repeat prescription themselves directly from the GP Practice or online if applicable.
3. This affects the prescription request part of the process only, so patients can continue to have their prescription collected from the GP practice by their chosen pharmacy and collect their medication from the pharmacy or have it delivered to their home.
4. Drop boxes and over the counter requests within the practice will continue to be available for patients/carers to request repeat medication.
5. Some patients may continue to need pharmacy support with repeat prescription ordering and managed repeats. GP practices, pharmacies and carers must work together to ensure that vulnerable patients are not at risk due to this change. If a patient is concerned that they or someone they care for is vulnerable they should speak to/write to the practice.
6. Stopping pharmacy requests aims to address safety concerns e.g., community pharmacies ordering patients' medication from old counterfoils, resulting in patients receiving medication that has been stopped. This will give the patient more control of ordering their regular medication. The patient needs to tell their GP practice when they need an item by ticking the prescription counterfoil or ordering online.

We know that some people may continue to need pharmacy support with repeat medication ordering. Examples of exceptions to the change are listed below.

- Patients who are housebound who cannot order online, or do not have a carer or representative who can order on their behalf
- Patients who do not have capacity and do not have a carer or representative who can order on their behalf e.g., patients with learning disabilities, dementia
- Practices that have further exceptions, please add

For any patients who fall within the exceptions criteria, the relevant member of practice staff should ensure a note is added on to the patient's record stating that the patient's community pharmacy will continue to order on their behalf.

## Patient information

Example of:

### Practice 'waiting area' display board

#### Repeat Prescriptions

From [add date] there will be a change to how repeat prescriptions are ordered



This change only affects patients who are on a repeat prescription and who order their prescription in the following ways:

- Have an agreement with a community pharmacy to order/request a prescription on their behalf.
- Take their counterfoil prescription to a community pharmacy for them to request prescriptions on their behalf

Patients can continue to have their prescription collected from the GP practice by their chosen pharmacy and collect their medication from the pharmacy

Prescription request boxes and over the counter requests within the practice will continue to be available for patients/carers to request repeat medication.



Please make sure you get the repeat prescription request slip from your pharmacy each time your medicines are dispensed. The repeat prescription request slip is the right hand, 'tear-off' part of your prescription



Try to re-order your prescription when there is around 7 days' supply of medicines remaining.

This will give enough time (add time) for your GP practice to process and issue the prescription and community pharmacies (add time) to dispense your medication



Please only order the amount of medication you need.



When you collect your medication please check the order before you leave the pharmacy.



Any medicines returned after you have left the pharmacy cannot be reused



Example of:

## Practice 'waiting area' display screen message

### Changes to ordering of repeat prescriptions

From [add date] we will no longer be routinely accepting prescription requests on the patient's behalf by their nominated pharmacy

Stopping community pharmacy requests aims to address safety and medication waste.

### What does this mean for me?

From [add date] you will need to order repeat medications from your GP practice directly or online rather than from your pharmacy.

Please note:

- Pharmacies can continue to collect prescriptions on behalf of patients who request this service.
- Patients can have their prescription sent to their preferred pharmacy electronically via the Electronic Prescription Service (EPS) (check if your practice is using this option)

### How to order your repeat prescription

- Online – Request your medication online through [add clinical system info]. Contact the GP practice to register for this service
- At your GP practice – A prescription request box is available in reception.
- [add any other options available within the practice]

We understand that in some cases other methods of medication ordering may be unsuitable. If this is the case, please let the GP practice know and we will consider the situation on an individual basis.

# Be in the know...

## About repeat prescription ordering

From [add date] most patients will no longer be able to ask a pharmacy to manage their repeat prescription requests.

Repeat prescriptions will have to be ordered directly from the GP practice.

## How can I order my repeat prescription?

Online - Order online via [add clinical system]. To register for this service please contact your GP practice reception.

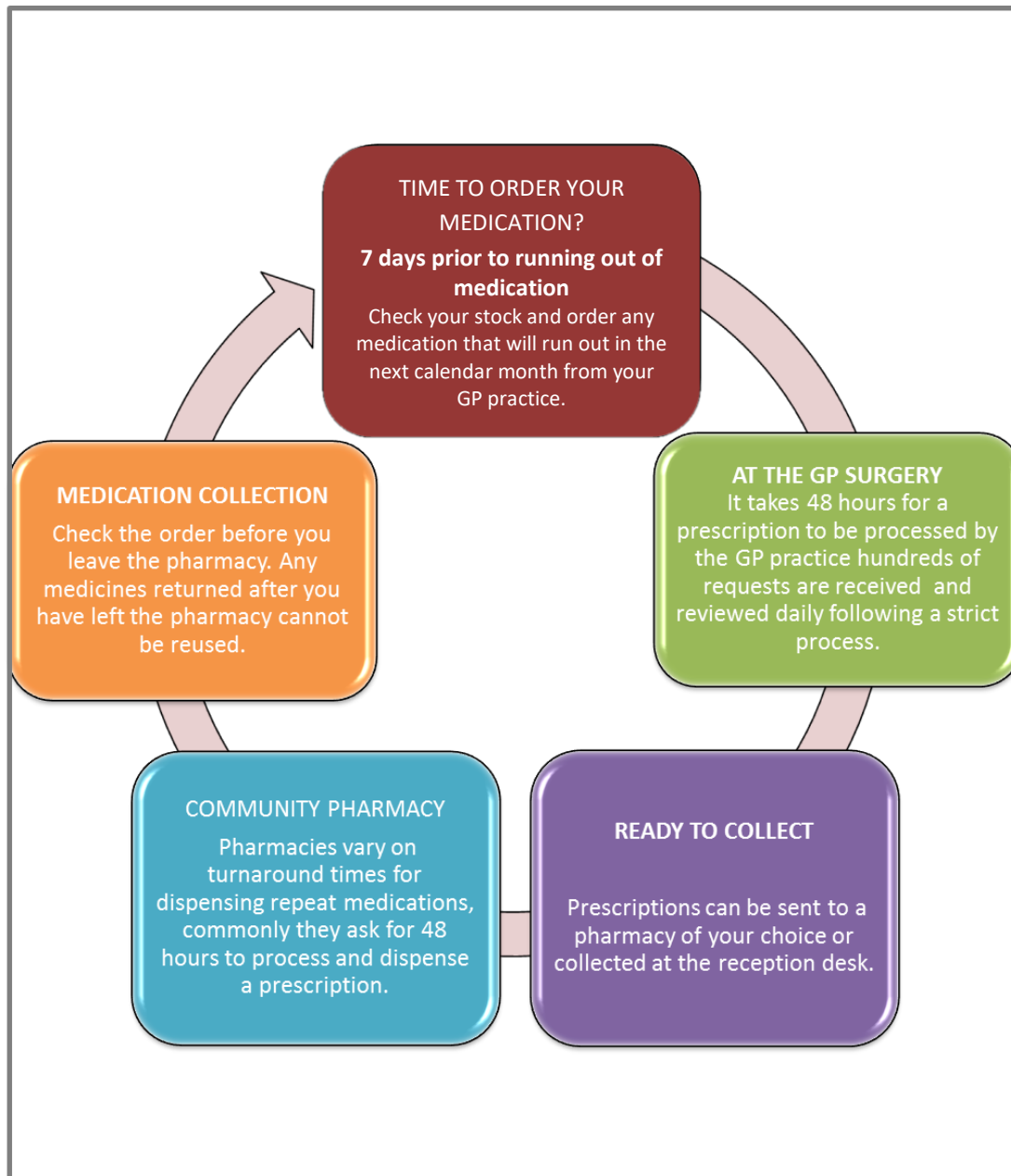
GP practice – A prescription request box is available in reception.

If you are worried that you or someone you know will not be able to order their medication by either of these methods, please speak to your GP practice.

[Add practice contact details]



Example of:  
Practice waiting area display board

## Ordering your 'Repeat Medication'





## Example of: A patient information leaflet

<p><b>What should I do if I am unable to order my medicines, or if someone I care for needs extra help?</b></p> <p>Importantly, special arrangements will be made for patients who may not be able to order their own prescriptions directly from their GP surgery.</p> <p>You can speak to the surgery if you have any concerns</p>	<h2>Patient Led Repeat Prescription Ordering</h2>  <p><i>Add practice logo</i></p>
	<p><u>Your Organization details</u></p> <p>Primary Business Address Your Address Line 2 Your Address Line 3 Your Address Line 4</p> <p>Phone: 555-555-5555 Fax: 555-555-5555 E-mail: someone@example.com</p>

<h2>Putting patients in control of their Repeat prescriptions</h2>	<p>This leaflet provides information about patient led repeat prescription ordering.</p> <p><b>What is changing?</b></p> <p>Many GP surgeries across Nottinghamshire will no longer accept repeat prescription requests from pharmacies for most patients. GP surgeries are asking patients to order their own medicines using one of the following options.</p> <p><b>Order Online</b></p> <p>Register for the Patient Access system that allows you to order your repeat prescription online or using an App on your mobile phone or tablet</p> <p><b>Drop off or post</b></p> <p>Use the right hand side of your repeat prescription to tick the items you need and drop off or post this to the GP surgery (you may need to ask the pharmacy to print this off for you. If you use the Electronic Prescription Service)</p> <p><b>Repeat Dispensing</b></p> <p>Repeat Dispensing - Ask if you can take part in "repeat dispensing" at your next routine GP appointment.</p> <p>When you order your repeat prescriptions, please check what medicines you already have at home and only order what you need. Please tell your GP if you are no longer using any of the medicines on your repeat prescription list.</p> <p>Pharmacies will still be able to collect printed prescriptions from the GP surgery and receive electronic prescriptions, and will continue to offer convenient opening hours and delivery services for dispensed medicines (participating pharmacies only). The only change is to the way that some people order their repeat prescription.</p> <p><b>Who will this affect?</b></p> <p>This change will affect patients who currently have their repeat prescription ordered for them by the community pharmacy. It does not affect anyone who already orders their own repeat prescriptions directly from the GP surgery.</p> <p><b>How will I know if this affects me?</b></p> <p>Surgeries will contact patients who will be affected when they are ready to make the change, giving full details of what is happening and when.</p> <p><b>Why is this happening?</b></p> <p>When a pharmacy orders on behalf of patients, the pharmacy team members do not always know when medicines have been changed or how much stock each patient has at home. This can sometimes lead to requests for medicines that have been discontinued, and to stockpiling of medicines. So, putting patients in control of ordering their own medicines through their GP surgery is safer and can reduce waste.</p>
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## EXAMPLE OF: COMMUNITY PHARMACY LETTER TEMPLATE

Dear Community Pharmacy [ADD PHARMACY DETAIL]

We would like to inform you that from [ADD DATE] [ADD PRACTICE DETAILS] will no longer be accepting prescription requests on the patients' behalf by their nominated pharmacy. You will still be able to collect prescriptions from the practice on the patients' behalf if these are not able to be sent electronically.

This decision has been made by the [ADD PRACTICE DETAILS]

We understand that this change may cause inconvenience to some of our patients and because of this we will be happy to consider requests from the pharmacy to continue to order on their behalf in exceptional circumstances, e.g., patients with learning disabilities, dementia, housebound and when other methods may be unsuitable.

We also enclose a copy of the letter being given to patients.

Any outstanding pharmacy orders will not be accepted after [ADD DATE]. If you require any further information, please contact [ADD PRACTICE DETAIL].

Patients will start to be informed from [ADD DATE]

Yours sincerely

## EXAMPLE OF: PATIENT LETTER TEMPLATE

Dear Patient [ADD PATIENT DETAILS]

We would like to inform our patients that from [ADD DATE] [ADD PRACTICE DETAILS] will no longer be accepting prescription requests made on your behalf by your nominated pharmacy. The pharmacy can still collect your prescription (if not sent electronically) from us on your behalf [ADD AS PER PRACTICE POLICY] working days after you have ordered it.

This decision has been made by the [ADD PRACTICE DETAILS]

There are several ways you can request your repeat medication:

- You can order your repeat medication online  
For those patients who would like online access to their medication record please ask the practice for further details of this effective and accurate way of ordering your repeat medication yourself
- We accept written requests, counterfoil prescription slips handed in to reception or into the drop box

We continue to refuse prescription orders over the telephone due to the possibility of errors in prescribing and the need for an audit trail. We would ask you to use the options described above.

We understand that this change may cause inconvenience to some of our patients and because of this we will be happy to consider requests from patients who require the support of the pharmacy to continue to order on their behalf, e.g., patients with learning disabilities, dementia, housebound and when other methods may be unsuitable.

Many thanks for your understanding. If you would like to discuss this further, please contact the practice on [ADD CONTACT DETAILS] or by email [ADD EMAIL].

Yours sincerely

## EXAMPLE OF: CARE HOME LETTER TEMPLATE

Dear Care Home Manager [ADD CARE HOME CONTACT DETAIL]

We would like to inform care home colleagues that from [ADD DATE] [ADD PRACTICE DETAILS] will no longer be accepting prescription requests made on your residents' behalf by your nominated pharmacy. The pharmacy will still be able to collect the requested prescriptions (if not sent electronically) from us on your behalf [add as per practice policy] working days after you have ordered it.

This decision has been made by the [ADD PRACTICE DETAILS]

We are aware that for care homes many pharmacies offer this service as part of their care home package. However, we believe that patients and their carers are best placed to know exactly what repeat medication is needed and when.

There are several ways your home can request the repeat medication:

- We accept online orders for repeat medication  
For those care homes who would like on-line access to their medication record please ask our reception staff for further details and if this is available
- We accept written requests, counterfoil prescription slips handed in to reception or into the drop box

We continue to refuse prescription orders over the telephone due to the possibility of errors in prescribing and the need for an audit trail. We would ask you to use the options described above.

Many thanks for your understanding in this matter. If you would like to discuss this further, please contact the practice [ADD CONTACT DETAILS] or by email [ADD EMAIL].

Yours sincerely

The information below may be useful to share with any care homes you have aligned to your practice.

## **Good Practice Information for Care home providers**

### **NICE Guidance - Ordering medicines for people in care homes**

*(Managing medicines in care homes social care guideline [SC1] Published date: March 2014*  
<https://www.nice.org.uk/guidance/sc1/ifp/chapter/ordering-medicines-for-people-in-care-homes>)

Ordering medicines is an important part of the work of staff in a care home. Medicines belong to individual people living in care homes and must not be shared between residents, even if 2 of them are taking the same medicines.

It is important that a care home doesn't run out of a person's medicines. For this reason, care home staff should have time set aside for ordering medicines. Care homes should have at least 2 members of staff who have the training and skills for ordering medicines, although at any given time ordering can be done by 1 member of staff. Staff should check the medicines they receive against the original order to make sure that all medicines needed have been prescribed and supplied and that all records are kept up to date.

***Care homes should be responsible for ordering medicines from GP practices and should not pass this responsibility to the local pharmacy.***

### **PrescQIPP - Reducing medicines waste in care homes: Information for care home staff**

<https://www.prescipp.info/media/1239/b93i-care-homes-reducing-waste-information-for-care-home-staff-21.pdf>

General advice to reduce waste when ordering medicines

**The care home should retain responsibility for ordering medicines. The responsibility should not be delegated to the community pharmacist.**

Care home providers should ensure that at least 2 members of the care home staff have the training and skills to order medicines, although ordering can be done by 1 member of staff.

It is important that the member(s) of staff responsible for ordering medicines only requests items that are needed after checking the stock. Do not routinely clear medicine stocks at the end of the month only to re-order new stock.

Ensure any medicines that have been discontinued are not re-ordered. There should be a written procedure for managing medicine changes and a robust process for ordering medication which includes using the current MAR chart.

The prescription produced by the practice should be checked against the prescription request before it is sent to the community pharmacy to ensure there aren't any discrepancies. If an item on the prescription it is not required or has been prescribed in error, it can be crossed through. This must be documented, and the GP practice informed so the electronic records at the practice can be updated. If the prescriptions are sent electronically from the practice to the pharmacy, the dispensing token (copy of the prescription) can be used to check against the prescription request.

## For use in practice

Managed Repeats – Third Party Ordering Review checklist		
Practice name:		
Population size:		
Clinical System:		
	Y/N	Comments
Does the practice have a repeat prescribing policy?		
What are the surgeries concerns/issues with third party ordering?		
Does the have evidence to support their concerns? E.g., baseline data, paperwork		
Does the practice have a robust process for repeat prescription management in place? E.g., Script-Assist		
Does the practice have dedicated staff members to process the requests?		
Does the practice use eRD for prescribing for stable patients?		
Does the practice have any care home patients?		
Are the care home patients aligned to one or multiple practices?		
Does the practice have dedicated staff to process care home requests?		
Does the practice have EPS implemented? What % of prescriptions is actioned via EPS?		
Does the practice take request via online? What is the online % of ordering?		
Is the practice a dispensing practice?		
Does the practice have a pharmacy – hybrid practice?		

Once the decision has been made by the practice to stop third party ordering the following steps will support the practice during implementation.

	✓	Comments
Agree a lead clinician for the project		
Agree a lead admin staff or practice manager for the project		
Agree roles/responsibilities for all staff involved in the process		
Agree how communication will be shared with all staff within the practice to ensure transparency		
Agree a timeline to complete the process (3 months being the minimum to ensure a safe and robust process)		
Liaise with your patient participation group (PPG)		
Liaise with your local community pharmacies (CPs) (including online pharmacies)		
Increase the practice online ordering to reduce footfall		
Increase electronic prescription service (EPS) to reduce paper/printing costs		
Agree exclusion criteria for patients excluded from process e.g., patients with dementia, learning difficulties, housebound, no access to online ordering, dosette patients (care home patients if excluded from project)		
Liaise with CPs to share patient lists requiring continued pharmacy support to order their medication		
Agree process to continue to identify and record excluded patients as an ongoing process. E.g., read coded entry, icon on clinical system, responsible staff member(s) to monitor/record		
Agree forms of communication to patients with regards to the change in process e.g., letters, script notes, text message, emails, posters, leaflets, practice website		

Agree forms of communication to CPs with regards to the change in process e.g., letters, leaflets, posters		
Agree with CPs the process for patients who do not order medication on time due to change in process e.g., emergency supply - agree a time frame to allow for this (e.g., 4-6 weeks post stop date)		