

Repeat Prescription Management Code of Practice

Guiding Principles:

Where a patient is capable of ordering their own repeat medication they should as a rule be encouraged to do so.

GP practices should provide a variety of methods for patients to request repeat medicines.

A pharmacy should obtain written, informed consent from the patient or their representative, to order and / or collect prescriptions on a patient's behalf.

Patient & pharmacy should confirm that every item requested is required at the time of ordering and dispensing.

All parties should work together to ensure the accuracy of practice-held records and minimise unnecessary waste of NHS resources.

GP Practice agrees to:

1. Have a repeat prescribing policy that includes managing requests for repeat prescriptions that includes mechanisms for auditing patient's request and items subsequently prescribed.
2. Provide and promote different methods to allow as many patients as possible to request repeat prescriptions themselves, including the NHS App email/web-based systems.
3. Provide and promote Electronic Repeat Dispensing (eRD) for all appropriate patients.
4. Keep Patient Medication Records (PMR) accurate and current. Reconcile and align medicines when patients move between healthcare settings and amend repeat prescription list in a timely manner.
5. Undertake medication reviews at least annually, or in line with the individual clinical needs of the patient.
6. Provide patients with an up-to-date copy of their repeat prescription request slip (non-EPS scripts)
7. Respond promptly to communication from patients or pharmacy concerning repeat prescription items e.g., no longer required, excessive quantity, dose clarification.
8. Ensure that repeat prescription requests are managed within the surgery in a timely manner (usually no more than 48 hours) to ensure that the pharmacy is able to dispense the medication before the patient runs out of their current supply, particularly where the patient has ordered early to account for holiday periods.
9. Only issue what the patient has requested and to seek clarity where this is unclear.

Pharmacy agrees to:

1. Have a standard operating procedure for their prescription re-ordering and collection service that includes mechanisms for auditing patient's request, items ordered and received on prescription.
2. Discuss and promote Electronic Repeat Dispensing (eRD) for all appropriate patients.
3. For patients unable to order their own repeat medication, obtain informed consent in writing from each patient or their representative to order (or manage) their repeat prescription request.
4. Agree with patient or representative exactly which repeat medicines are required, immediately prior to submitting the repeat prescription request and request only those items.
5. Submit repeat prescription requests to a GP practice no more than 7 working days in advance of the patient requiring their medication.
6. Use the most recent printed repeat prescription request slip (right hand side of FP10), or printed EPS token, when requesting on behalf of a patient wherever possible.
7. Clearly mark on the request slip / EPS token, the pharmacy details and date of request.
8. The patient should be requested to confirm that every item on the prescription is required and if any item is not required or not collected the prescription should be annotated with "not dispensed" and a line struck through the item. Any items that have already been dispensed and are not required should be returned to stock.
9. Inform GP practice of any "not dispensed" items or other items not supplied so that records can be updated.
10. Ensure that the patient is made aware of their regular practice medication review dates.
11. Provide the patient with an up-to-date copy of EPS token (EPS scripts).

Patient agrees to:

1. Be responsible for requesting their own repeat prescriptions whenever possible.
2. When requesting repeat medicines, only to request regular items that will be required within the next seven days, and "when required" items that are likely to be required before the next "regular repeat".
3. Keep the most recent printed repeat prescription request slip or EPS token and use it to request the next supply.
4. To discuss with the practice/pharmacy any repeat medicines that they do not want to continue to take or where they have an excessive supply, to ensure medicines waste is minimised.
5. Check their dispensed medicines **before** leaving the pharmacy to ensure unwanted items can be returned to stock.
6. Provide confirmation to the GP practice that the pharmacy is authorised to collect (or manage) repeat prescription for them and advise the practice / pharmacist of any relevant medicines' issues & problems with this arrangement.
7. Inform their pharmacy/practice as soon as possible of any changes affecting their regular medicines, to ensure their patient medication record is kept up to date.
8. When requested, attend their medication review at the practice.

Acknowledgement: Telford and Wrekin CCG Repeat Prescription Code of Practice and Surrey CCG's guidance on Repeat Prescription Re-ordering, Newark and Sherwood, Mansfield and Ashfield Clinical Commissioning Groups Repeat Prescription Code of Practice. Adapted by Nottingham City CCG.