

Practice guidance for identifying patients who may require additional assistance with repeat medication ordering- Assisted Patients

The Clinical Commissioning Group (CCG) have asked GP surgeries to work together with their local community pharmacies to identify patients who may need additional assistance from the practice or pharmacy to order their medicines. Identified patients will be referred to as “Assisted Patients”.

- Communicate with your local community pharmacies on the new policy to restrict ordering of repeat prescriptions for the majority of patients. They have been advised of the change from the CCG directly.
- Pharmacies and GP practices need to let patients know about the changes to repeat prescription ordering methods; this will be supported by resources developed including a patient information leaflet.
- Pharmacies will advise patients they are currently ordering for on behalf of that they will no longer be able to do so from 4 January 2022 and the options of how to order, with all changes to be implemented by the 31 March 2022:
 - Online ordering from the practice
 - NHS Approved apps
 - Electronic repeat dispensing (eRD)
 - Using the tear off part of the repeat prescription, identifying the items required.
- Where possible, provide pharmacies with a named contact so they can liaise with practices about any issues and exceptions.
- Ask pharmacies to provide a rationale if they propose a certain patient to be an exception (who should keep getting their medicines ordered by the pharmacy) and the practice should communicate back the outcome of the practice decision with reasons why, so this can be communicated with the patient.

Rationale

Some patients may still require assistance in ordering their repeat medication. A person who may require additional assistance is an individual who is at risk from being unable to order or manage their own medication supplies due to life circumstances.

Patients who may require additional assistance to manage their medication ordering, from the practice, may be;

- **Patients who cannot order online, or do not have a carer or representative who can order on their behalf and are also:**
 - End of life (Palliative care)
 - Have a severe mental health condition
 - Have a Learning disability
 - Have hearing or visual disabilities
 - Housebound / socially isolated
 - Patients using Monitored Dosing Systems

This is not an exhaustive list. Community pharmacies and GP practice staff are best placed to know who the patients requiring assistance will be. Other patients identified by pharmacy staff as needing additional support in managing their

medication can be added to the list for consideration by the practice.

Please note, if a patient receives their medication via delivery, they should not automatically be considered as housebound or socially isolated. Each patient should be reviewed on an individual basis against the criteria set out above before being considered as an Assisted Patient.

Recommendation

For patients requiring assistance, it should be noted on the individual's patient record that the community pharmacist is continuing to order their medication for them. Prescription orders for these patients should be annotated to indicate they are a patient who requires assistance when ordering their medication.

Method

1. Agree as a practice how patients will be informed e.g. by message, email or letter
2. Inform patients whose medicines are currently ordered by a pharmacy about the changes to repeat medication ordering. Pharmacies will also be contacting patients to ensure they are aware of the changes.
3. Liaise with the community pharmacy of any patients that may require their assistance to order and/ or manage their repeat medications on a regular basis and the rationale as above.
4. Add a patient reminder to the patients' home page on the clinical system, so that it is obvious to the practice staff that the patient requires assistance in managing their repeat medication (e.g. Patient is included on the practice register of Assisted Patients requiring community pharmacy assistance to order their repeat medications).
5. Document on the patient record why they are included on the Assisted Patients list that requires the assistance of the pharmacy ordering scheme. Use Snomed code SCTID: 371152001.
6. Community pharmacy contractors can highlight patients who they think may require the assistance of pharmacy ordering to the GP practice. Ask pharmacies to provide a rationale if they propose a certain patient to be an exception (who should keep getting their medicines ordered by the pharmacy).

This must be agreed by the practice for inclusion on the list and the practice should communicate back the outcome of the practice decision with reasons why if not in agreement so this can be communicated with the patient.

7. For patients identified as requiring additional support in ordering repeat medications by community pharmacy contractors and who the practice is in agreement, add to patient record assisted patient (steps 4 & 5) This will try to minimise confusion and support any queries.