Doncaster Place
Guide to
Electronic Repeat Dispensing (ERD)
For EmisWeb

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Contents

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Inclusion Criteria (patients suitable for Electronic Repeat Dispensing)

➢ Patients who have nominated a community pharmacy to dispense their electronic prescription (EPS2)
➢ Patients with chronic conditions, who are stable on their current medication. As a guide the medication should,
  • Have remained relatively unchanged for 6 months prior to starting.
  • Initially begin with patients receiving 4 items or less.
  • Be easy for the patient to manage.
➢ Patients receiving 28-day scripts for MDS may be eligible for inclusion if they fulfil the criteria in the previous points.

Exclusion Criteria (patients unsuitable for Electronic Repeat Dispensing)

➢ Patient who needs to be seen at least every three months are not suitable for inclusion

➢ Patient with an unstable medical condition who may require frequent changes to their medication

➢ Patient taking only 'when required' (PRN) medicines

➢ Patients prescribed controlled drugs (Schedule 2 and Schedule 3). This is currently not permitted for eRD

➢ Patients who are receiving 7-day scripts e.g., for Monitored Dose Systems (MDS). Practices that use repeat dispensing to issue 7-day scripts who do not meet the above criteria will cause an unacceptable inflation in the volume of the prescriptions issued and increased costs and should be avoided.

In selecting patients suitable for eRD the GP / Health Professional reviewing the patient should consider the inclusion and exclusion criteria.

Patient Selection
Patients suitable for electronic repeat dispensing (eRD) within the practice should normally be easy to identify.

• Clinical staff must decide whether it is clinically appropriate for a patient to be selected for eRD using the process agreed by the practice

- Any member of the practice team could potentially identify patients suitable for eRD but ultimately the patient's main prescriber must agree, and the inclusion and exclusion criteria must be considered

- The patient must already have nominated a Community Pharmacy to dispense their repeat medication via electronic prescribing (EPS2) unless you are part of EPS R4.

- The need for consent was suspended during the pandemic and permanently removed in October 2021. It can be beneficial to record that the patient is using the eRD system for audit purposes using SCTID 414938004 'On repeat dispensing system'

Review of Medication Record and Prescription Issue

The repeat dispensing scheme provides an ideal focus to review patient's medication records and delete items that are no longer required

- The patient's medication record will need to be updated, quantities should generally be standardised to a 28 day repeat cycle and any items no longer required should be removed from the record.

- 'As required' (PRN) medication shouldn't be issued by eRD to avoid overstocking and waste. It can however go on repeat or variable use repeat.

- There is no limit in the regulations as to the number of items that can be prescribed on the Repeatable Prescription.

- If the practice is using electronic prescribing (EPS) the Pharmacy nomination will be clearly displayed to alert the clinician of which Pharmacy is dispensing their medication.

- The Patient should also be informed that to get their first supply of medication they need to collect it from the community pharmacy that they have nominated.

- Electronic repeat dispensing should be integrated with the usual patient review policy in the practice

Communication within the Practice

It is essential that all the practice staff can easily identify patients that are included in the repeat dispensing scheme.

- It should be documented on the computer records as well as any paper records that may exist that the patient is participating in the repeat dispensing scheme using SCTID 414938004 'On repeat dispensing system'

Managing Medication Changes

Any changes in repeat medication should act as a trigger for the GP practice to pull back any outstanding issues from the spine and revert to a single issue until patient becomes stable again for 6 months.
These triggers include:

- Acute prescriptions e.g., antibiotics/creams, should be issued separately as normal and should not affect the ERD unless there is an interaction where an item would need to be removed from repeat. If this occurs the GP practice would then pull back any outstanding issues from the spine and remove the item and revert to a single issue until patient becomes stable for 6 months.

- Hospital admission / discharge – medication may be changed during a hospital stay

- Out of hours services – medication may be given by an emergency clinician that may have an impact on repeat medication

- When making a change, it is beneficial to contact the pharmacy to ensure there aren't any previous issues sat waiting for collection as not doing so could mean the incorrect medication is handed out

Consider practice policy / procedure for dealing with this medication intervention.

Prescription Re-ordering
- Electronic repeat dispensing should be integrated within the usual patient review policy in the practice.

- Patients' medication should be reviewed by a clinician as agreed before a new eRD is generated.

- Patients on repeat medication requiring blood test monitoring should be advised to attend for the appropriate tests at a time, which will enable the Prescriber to have the test results at hand when re-authorising eRD

Changing a nominated Community Pharmacy

A patient can change their community pharmacy if they wish to do so but must nominate the replacement community pharmacy at least 8 days prior to next issue being pulled down from the spine by the previous community pharmacy. This is because the next issue is released from the spine 7 days before the patient requires the supply to allow the community pharmacy to order and dispense items on the

prescription. If this is done as a one off, e.g., for holidays, the nomination will need changing back by the same point in the following month

Electronic Repeat Dispensing and Emis Web – the process

Information on "how to" for Repeat Dispensing can be obtained from the help menu by selecting show screen help and using any of the contents, index, or search features to aide you.

To repeat dispense one or more repeat templates:
1. Retrieve the appropriate patient record.
2. Select the 'Medication Tab' from the top tabs.
3. Select the template(s) you want to repeat dispense. To select more than one from the Repeat Templates view, hold down **Ctrl** and click on each template.
4. Click on 'Rx Type' heading (just below medication tab) and select **'Repeat Dispensing'** The issue date(s) for the repeat template(s) will start on today's date for each repeat.

The templates you have repeat dispensed will appear under the 'repeat dispensing' section within the patient's medication tab

The date in the **Last Issued** column indicates when the selected repeat dispensed issue is due to begin and can be a future date. You can work out when repeat dispensed issues are due to end by looking at the date in the **Medication History** field.

The GP authorising the request signs all the issues. (Only 1 signature for all issues)

For multiple repeat dispensed drugs to appear on the same script, the following criteria must apply:

- issue duration of each drug must be the same
- drugs must be issued in the same consultation and the same number of issues must be issued
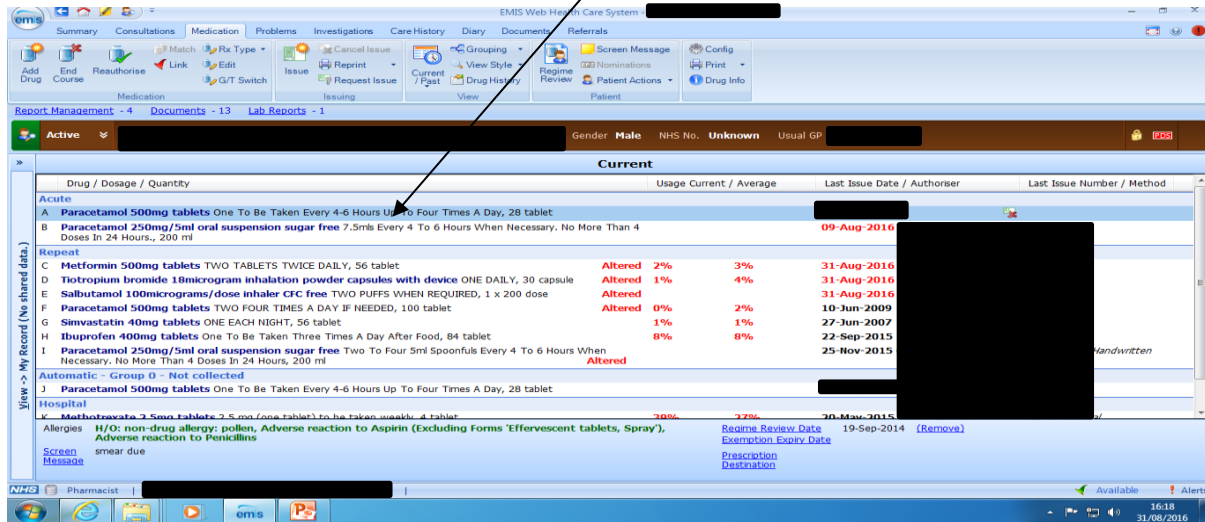- script type must be the same (for example NHS issue/private)

Note: You must have been granted the 'Repeat Prescriber' access right by a System Administrator to be able to perform repeat dispensing.

The following screen shots show this process.

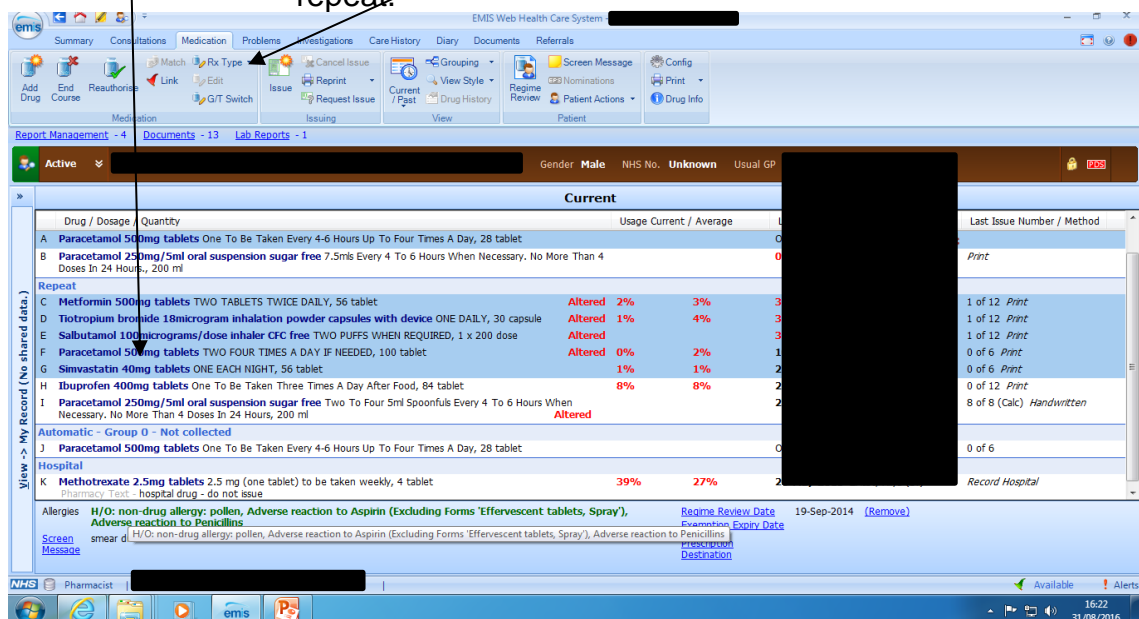# Setting up Electronic Repeat dispensing on Emis Web

Retrieve the patient's record in the usual way

- **Select the 'medication' tab from the menu**

Select the medication(s) you wish to include in the prescription. To select more than one item from the repeat template view, hold down **Ctrl** and drag over each item.

- Click on the 'Rx Type' heading (just below medication tab) and select 'Repeat Dispensing'. The issue date for the repeat template will start on today's date for each repeat.

Type in the number of issues (6 or 12) in the top box, preferably all the same and click ' authorise all' Prescribers must be granted the 'Repeat Prescriber' access right by a system administrator to be able to perform electronic repeat dispensing (ERD)

The medication you have electronically repeat dispensed will appear on the screen in a separate section called 'repeat dispensing, this will sit below acute and repeat.
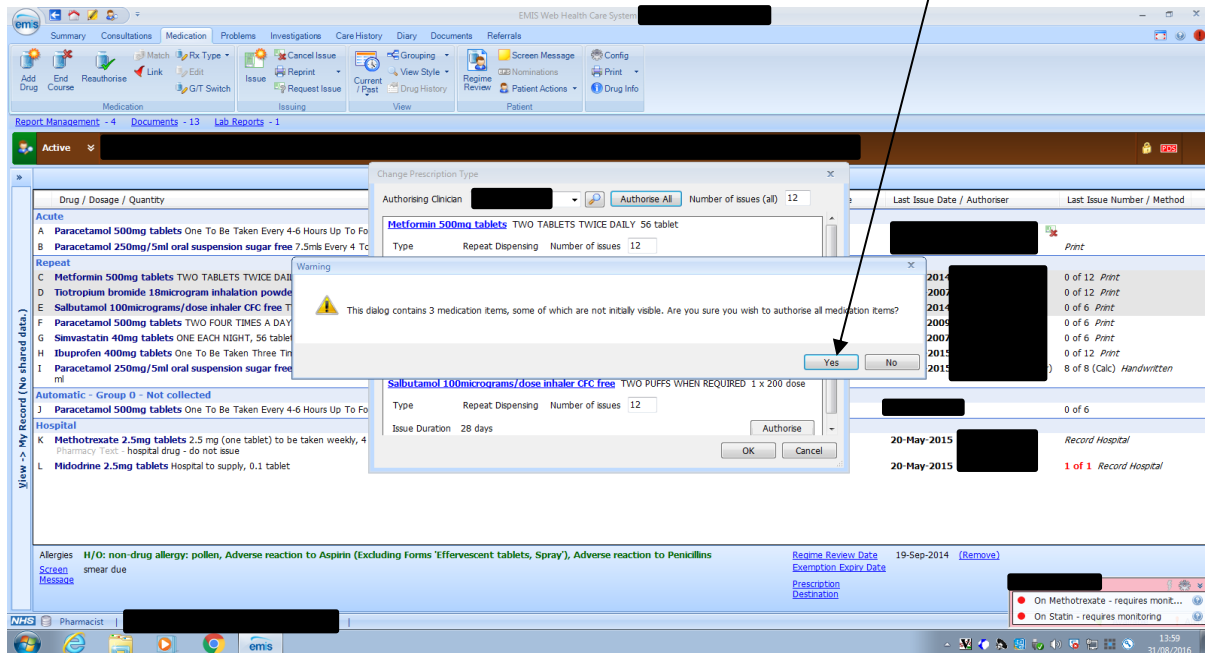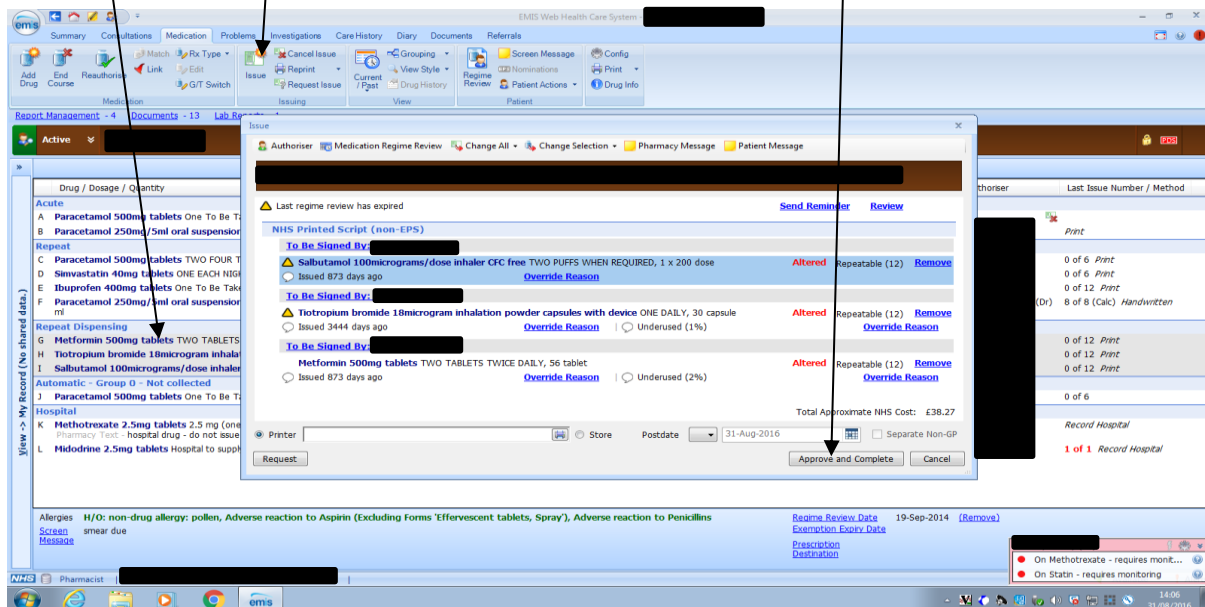
This message appears, click 'Yes' to authorise all medication items

Issuing the Prescription

To issue the ERD prescription highlight the items required
- click issue
 - click approve and complete

Signing the Prescription

A normal one-off electronic prescription will be authorised by the GP by going into medicines management and picking the prescriptions 'awaiting signing' on the task list

Once checked the GP clicks 'approve and complete, this is then sent to the spine
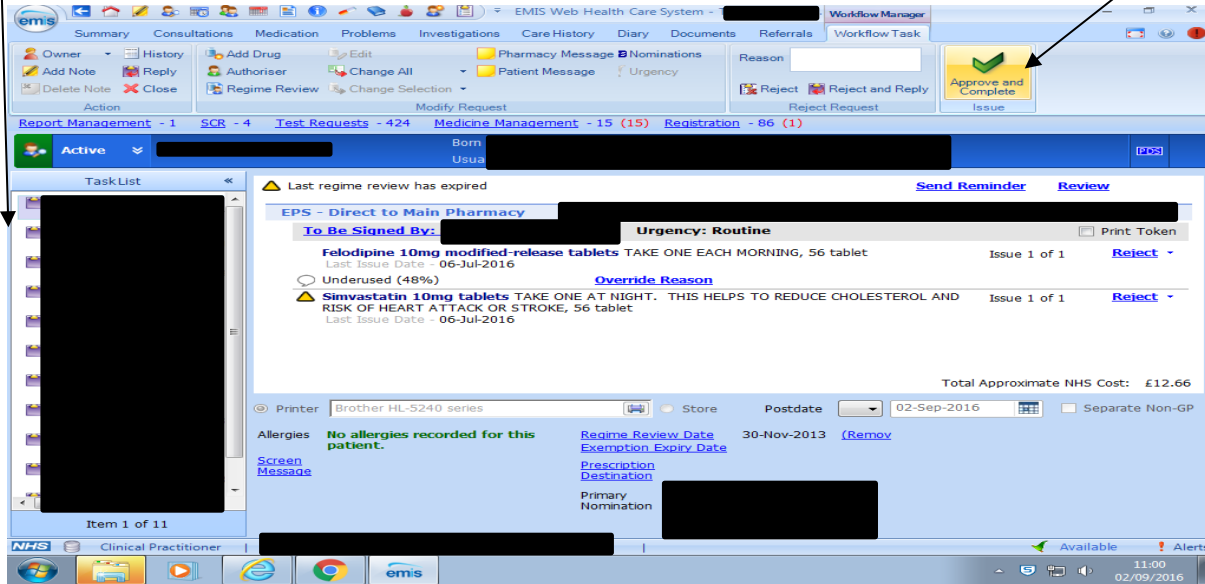
An eRD prescription, spot the difference??

- An ERD prescription will also be authorised by the GP by going into medicines management and picking the prescriptions 'awaiting signing' on the task list
  - 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.
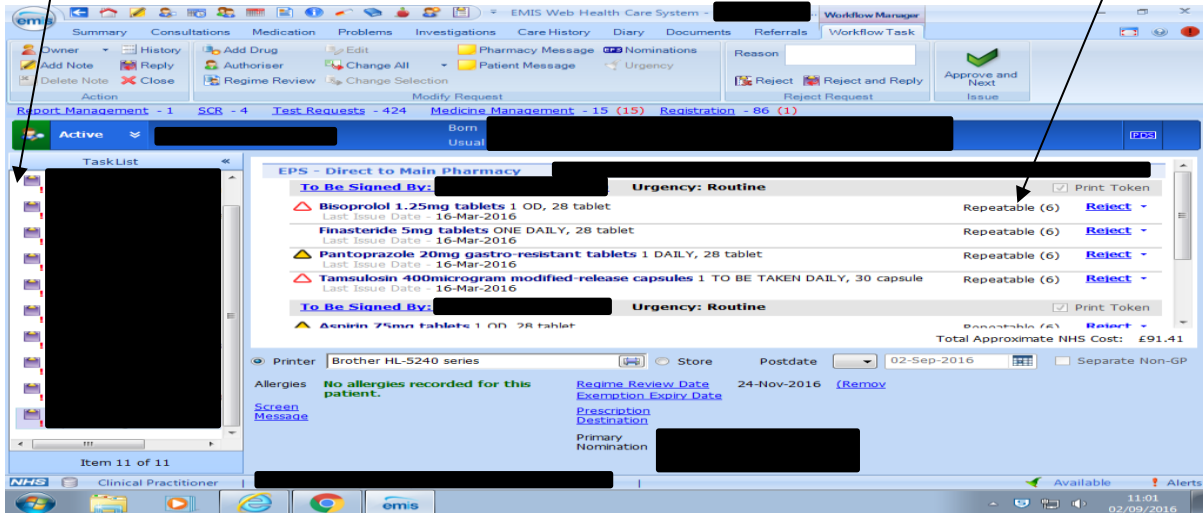
How do you cancel an eRD prescription??

Click history to see the history of the prescriptions the dates will be listed (these are for a printed batch, but it is the same for ERD)

Patient's first visit to the nominated community pharmacy

- Patients collecting their electronic repeat dispensing prescriptions from the pharmacy for the first time should be counselled by the Pharmacist / trained pharmacy staff.

- They should explain how the scheme will work and explain to the patient that there is no need to go to the GP practice to order the next issue as it will automatically arrive at the community pharmacy. The patient should be advised to go straight to the community pharmacy.

Subsequent Repeat Dispensing

- The community pharmacy can pull down subsequent issues 7 days before the prescription is due to allow ordering and dispensing.

- Before handing over the prescription to the patient the Pharmacist must establish that the patient is taking or using their medication appropriately and there are no reasons why the medication in question should not be supplied. They should ask, where appropriate,
  - o Have you seen any health professional since your last repeat was supplied?
  - o Have you recently started taking any new medicines either on prescription or that you have bought over the counter?

- o Have you been having any problems with your medication or experiencing any side effects?
- o Are there any items on your repeat prescription that you don't need this month?
- The above questions could be asked by a technician/dispenser under agreed protocol written by the Pharmacist providing that it ensures any problems are brought to the attention of the Pharmacist.

- Any items not needed or not wanted by the patient should not be supplied and that item should be marked as "not dispensed" from the prescription as normal

- Any significant problems identified by the Pharmacist that would indicate poor concordance, a serious side effect, a contraindication or drug interaction should be communicated to the Practice

- In some cases, it may be appropriate to advise the patient to make an appointment with their doctor.

- Where the Pharmacist cannot contact the GP practice and feels from the information supplied by the patient that a particular item(s) should not be supplied then the Pharmacist must not supply the item(s) They must always contact the GP practice at the earliest opportunity when they have exercised their right to refuse to dispense all or part of an ERD prescription.
- All interventions, and any problems identified, should be recorded and retained by the community pharmacy.

Housebound Patients or others receiving a collection and delivery service
- Patients not attending the pharmacy to collect their ERD prescription must be dealt with in the same way as patients attending the Pharmacy in person.

Storage
- Via EPS all issues remain on the spine

Renewal and Re-Ordering
- Pharmacists should remind patients who are receiving their next-to-last repeat that they need to see their doctor for a medication review and to re-authorise their electronic repeat prescription, and if appropriate remind the patient to make an appointment for a blood test prior to the GP appointment for medication review.

- If the patient has their medication delivered by the community pharmacy, the reminder should preferably be written and sent with the delivery of that prescription.

Validity
- Electronic repeat prescriptions must have their first issue dispensed within 6 months of the date of being written.

- They remain valid for further issues up to 12 months from the date of being written.

- After 12 months from the date of being written no further issues may be supplied even if some issues have not been pulled down from the spine

References

For more information

1. [ERD information for staff](#)

Essential Patient information leaflet about Electronic Repeat Dispensing

- Your prescriber will prescribe your regular medication electronically for the agreed period releasing 28 day's supply per issue to your nominated community pharmacy.

- When you need your first issue of medicine, go straight to your nominated community pharmacy. They will have your medication ready for you.

- When your prescription is due again, go back to your nominated community pharmacy and the next supply will be ready for you.

- You don't have to get every item listed on your prescription every time. If you have got enough of one medicine, tell the pharmacist. You should also tell the pharmacist about any other medicines you are taking, including non-prescription items and herbal medicines. If you have stopped taking any of your medicines tell the pharmacist.

- If you need to order extra items that are not included on your electronic repeat dispensing prescription e.g., creams, ointments, GTN spray, paracetamol, and seasonal medication, then remember to order these items at your Practice. The Practice will generate a separate prescription which can be sent to your community pharmacy for dispensing.

- When the community pharmacy has issued nearly all your repeat dispensing issues, they will tell you to make an appointment to see your GP and have a medication review where your GP will check all your medication and re-authorise your electronic repeat dispensing. If you need blood tests, make an appointment to have blood tests before the GP appointment so that your doctor will have all the information they need.

- If you pay for your prescriptions, you will have to pay the prescription charge every time you get a prescription, unless you buy a prepayment certificate.

**For use in Exceptional circumstances –
Electronic Repeat Dispensing (eRD) FAQs:**

What is it?

Your local practice thinks you or someone you care for uses the same medicines regularly, and you can benefit from electronic repeat prescriptions.

Your GP or prescriber will authorise a number of electronic repeat dispensing eRD prescriptions. This will be based on your circumstances and clinical need. These electronic repeat prescriptions will then be supplied to you by your pharmacy at regular intervals.

This means you won't have to re-order or collect your repeat prescriptions from your GP practice every time you need more medicine.

Why are we using it?

- To reduce the need for patients and carers to visit the local practice unnecessarily
- To reduce workload for prescribers, allowing better prioritisation of NHS resources

How does it work?

Step 1
Collect your first electronic repeat dispensing (eRD) prescription from your nominated pharmacy. It will transfer in the same way as a normal electronic one-off prescription

Step 2
Next time you need more medicines, go back to your pharmacy.

Before handing out the next issue of your prescription, your pharmacy will ask you the following questions:
- Have you seen any health professionals since your last repeat prescription was supplied?
- Have you recently started taking any new medicines - either on prescription or that you have bought over the counter?
- Have you been having any problems with your medication or experiencing any side effects?
- Are there any items on your repeat prescription that you don't need this month?

If you don't need all the medicines on your prescription, let the pharmacy staff know, so that they only supply the medicines you need. This will help to reduce waste and save the NHS money.

Step 3
When your pharmacy supplies your final repeat prescription, they will advise you to contact your local practice to arrange for your medication to be reviewed and if it is clinically appropriate to issue another eRD prescription.

Your prescriber **may** want you to make an appointment to see them before they will authorise more eRD prescriptions.

If you have concerns about using this process

Please contact your local practice to discuss whether to continue using this system.