Additional supporting information

The process in summary

Start small
- Start with the patients with one medication on stable regimes e.g., levothyroxine

Understand the process
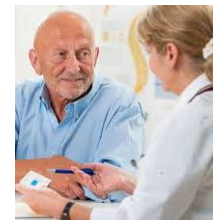- Ensure all staff understand the eRD process

Work with Community Pharmacy
- Ensure the Community Pharmacy are aware of the change to Batch prescriptions

Inform the patient of the process
- Ensure the Patient has been explained the process

Consider appointing an eRD champion

eRD and the Prescription Tracker
www.hscic.gov.uk/eps/tracker

https://www.digital.nhs.uk/electronic-prescription-service/rx-tracker

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Prescription and Dispensing Details

Prescription ID
03E**XXX**-A81036· **XXXX** 0
Prescription Treatment Type
Repeat Dispensing (0003) - Issue 1 of 6
Days Supply = 28
Last Dispense Date = 09-Jul-2015
Prescription Type
General Practitioner Prescribing - GP (0101)
Date/Time Signed
05-Jun-2015 14:55:57
Prescriber Organisation
NORTON MEDICAL CENTRE (A81036)
Prescriber Contact
01642 745350

Nominated Dispenser
Not Recorded
Dispenser Organisation
PHARMACY2U LTD (FLM49)
Dispenser Contact
0113 2650222
Patient NHS ID
448 209 **XXXX**
Prescription Status
Claimed
Applied Cancellations
None
Pending Cancellations
None

Prescription Event History ❓

Message	Sent Date
Prescription upload successful	05-Jun-2015 13:56:07
Nominated Release Request successful	05-Jun-2015 14:03:04
Dispense proposal return successful	05-Jun-2015 14:44:57
Release Request successful	09-Jul-2015 14:07:10
Dispense notification successful	09-Jul-2015 17:19:30
Dispense claim successful	14-Jul-2015 11:57:32

Organisation	From Status	To Status
A81036	None	To be dispensed
None	To be dispensed	With dispenser
FLM49	With dispenser	To be dispensed
FLM49	To be dispensed	With dispenser
FLM49	With dispenser	Dispensed
FLM49	Dispensed	Claimed

Close   **Show Barcode**

eRD and the Prescription Tracker

All issues have the same Prescription ID	The status of the prescription changes as is passes from Spine to pharmacy to patient	EPS Prescription Tracker shows each issue individually

	Prescription ID	Status	Issue Date	Prescription Treatment Type
☐	03EXXX-A81036-6F7200	Claimed	09-Jul-2015	Repeat Dispensing (0003) Issue 1 of 6
☐	03EXXX-A81036-6F7200	Claimed	24-Jul-2015	Repeat Dispensing (0003) Issue 2 of 6
☐	03EXXX-A81036-6F7200	Claimed	01-Sep-2015	Repeat Dispensing (0003) Issue 3 of 6
☐	03EXXX-A81036-6F7200	Awaiting release ready	09-Jul-2015	Repeat Dispensing (0003) Issue 4 of 6
☐	03EXXX-A81036-6F7200	Repeat dispense future instance	09-Jul-2015	Repeat Dispensing (0003) Issue 5 of 6
☐	03EXXX-A81036-6F7200	Repeat dispense future instance	09-Jul-2015	Repeat Dispensing (0003) Issue 6 of 6

10 records per page   Search:

Showing 1 to 6 of 6 entries   ← Previous   1   Next →

www.cpics.org.uk

Frequently asked questions :

What happens if a patient goes on holiday and leaves medication behind?

- *A patient can nominate a different pharmacy where the next batch issue can be drawn down and dispensed. How this is achieved will depend upon whether the next prescription has already been drawn down by the regular, nominated pharmacy.*

- if the next due prescription in the batch HAS NOT already been drawn down and is still held on the Spine, (status of 'to be dispensed') and can be located on the EPS prescription tracker, then the temporary pharmacy can manually download the next batch issue by using the prescription ID, this will leave the patient nomination for future batch issues at their regular pharmacy.

- If however the next due prescription in the batch HAS already been drawn down by the patient's regular (nominated) pharmacy, this will prevent any further prescriptions from being released. In this case the 'holiday' pharmacy should contact the nominated pharmacy and agree a process for transferring the prescription(s).

- Ideally, the prescription that has already been drawn down should be returned to the Spine from where it can be drawn down again by any pharmacy and without needing to change the patient's nomination. The temporary pharmacy will need to know either the Prescription ID (GUID) number or the patient's NHS number to be able to do so.

- If the usual (nominated) pharmacy is unwilling to return the prescription to the Spine, the patient's nomination will need to be temporarily changed to the 'holiday' pharmacy and a Dispense Notification (DN) sent by the original pharmacy for the existing prescription. Sending the DN unlocks the next prescription in the series, enabling the 'holiday' pharmacy to search for and download the next prescription.

Frequently asked Questions cont :

Do I need the Repeat Authorisation (RA) token for patient?

- No. the RA token is a legacy of the paper

- Repeat dispensing With electronic RD, each issue is a legal prescription and therefore does not require the authorisation token. However, local experience has shown that some areas use the RA token to help the patient to see what they have on eRD. This should be discussed and agreed between the pharmacy and the GP practice so that a clear process is established.

Can more than one issue be downloaded at a time? (also see holiday scenario)

- Yes. As long as it is clinically appropriate to do so, by completing the previous issue (sending Dispense Notifications) the next issue can be manually drawn down from the Spine.

Do I have to issue 6 or 12 month batches?

- No. Although maximum benefits will may be realised with longer durations of regimes, the prescriber may define any period up to 12 calendar months.

What if the pack quantity is different from the prescribed quantity i.e. 28 day supply, pack size is 30?

- The prescriber should prescribe the appropriate quantity for the patient clinical care. If a pack size does not match the prescribed quantity then the pharmacy will endorse the prescription claim with the supplied number.

- Alternatively, if a medication needs to be supplied in quantities other than 28 or 56 day amounts, they should be prescribed on separate prescriptions, with the total quantity adjusted so that all regular medications last the same amount of time (i.e. 13 x 28, 12 x 30, 6 x 60)

Frequently asked Questions cont:

- **What if the prescriber leaves the practice?**

- If a prescriber leaves a practice and has 'authored' eRD regimes, then these should be identified, cancelled and re-issued by a new prescriber (see NHS England guidance).

- www.england.nhs.uk/digitaltechnology/info-revolution/erd-guidance/

- **What if the patient leaves the GP practice?**

- When a patient changes GP practice, then any outstanding future eRD regimes should be cancelled (see NHS England guidance).

- **What if the patient dies?**

- If a patient unfortunately dies, once the Patient Demographic Service (PDS) is notified, then all outstanding eRD future issue will be automatically cancelled.

- Be aware any issues already 'with dispenser' will not be cancelled and manual notification to the nominated pharmacy is required.

- **Does the pharmacy need to record the patient responses to the pharmacy consultation questions?**

- No. But it would be good practice to record against the patient record any communication with the prescriber regarding concerns following the patient responses.

- **Does the patient still need to declare exemptions for each eRD issue?**

- Yes. Each eRD issue should be processed the same as an individual EPS prescription.

- **What if an item is out of stock?**

- If an item is out of stock, then the pharmacy should follow the same processes as per an EPS prescription. The key requirement is that the previous issue must be completed (i.e. dispensed or not dispensed) before the next issue can be downloaded.

Information and training can be found from the following sources :

- **Requesting eRD data – NHS**

https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/prescribing-and-dispensing/electronic-repeat-dispensing-erd/requesting-erd-data

- **Electronic repeat dispensing - NHS**

https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/prescribing-and-dispensing/electronic/electronic-repeat-dispensing-erd

- **Electronic Repeat Dispensing Conversation Crib Sheet**

https://wessexahsn.org.uk/img/publications/eRD%20Conversation%20Crib%20Sheet%20(NEHF%20CCG)_2020_02_04_02_45_14.pdf

- **NHS England electronic repeat dispensing guidance:**

https://www.england.nhs.uk/coronavirus/documents/electronic-repeat-dispensing/

- **Information on electronic repeat dispensing for pharmacists (PSNC):**

http://psnc.org.uk/services-commissioning/essential-services/repeat-dispensing/

- **Video on electronic repeat dispensing :**

https://www.youtube.com/watch?v=zzaNeAaelAo

- **Patient facing leaflet:**

https://www.memorialmedicalcentre.co.uk/wp-content/uploads/sites/520/2018/06/ERD-Patient-Leaflet.pdf

- A standard operating procedure for repeat dispensing has been produced by the National Pharmacy Association (NPA) and is available from (login required):

https://www.npa.co.uk/login/?r=information-and-guidance/repeat-dispensing-services-sop

- The Centre for Postgraduate Pharmacy Education (CPPE) open learning pack on repeat dispensing:

https://www.cppe.ac.uk/programmes/l/repeat-e-01/

- Video of a GP describing electronic repeat dispensing available from:

https://www.youtube.com/watch?v=_IR0OYEDRG4

- Wessex AHSN eRD Toolkit:

https://wessexahsn.org.uk/projects/120/electronic-repeat-dispensing-erd

Information for Prescribers

NHS digital :

Information to support the identification of patients suitable for eRD and links to system supplier resources to help you to set up a patient on eRD.

- eRD prescriber guide:

https://nhs-prod.global.ssl.fastly.net/binaries/content/assets/legacy/pdf/prescriber_guide.pdf

- eRD prescriber quick guide:

https://nhs-prod.global.ssl.fastly.net/binaries/content/assets/legacy/pdf/prescriber_quick_guide.pdf

- eRD presentation:

https://nhs-prod.global.ssl.fastly.net/binaries/content/assets/legacy/powerpoint/erd_toolkit_presentation.pptx

- Explaining eRD to patients:

https://digital.nhs.uk/services/electronic-prescription-service/explaining-electronic-repeat-dispensing-to-patients

Information for Dispensers

NHS digital :

Information to support the identification of patients suitable for eRD and links to system supplier resources to help you to set up a patient on eRD.

- eRD dispenser guide:
https://nhs-prod.global.ssl.fastly.net/binaries/content/assets/legacy/pdf/dispenser_guide.pdf

- eRD dispenser quick guide:
https://nhs-prod.global.ssl.fastly.net/binaries/content/assets/legacy/pdf/dispenser_quick_guide.pdf

- eRD presentation
https://nhs-prod.global.ssl.fastly.net/binaries/content/assets/legacy/powerpoint/erd_toolkit_presentation.pptx

- Explaining eRD to patients
https://digital.nhs.uk/services/electronic-prescription-service/explaining-electronic-repeat-dispensing-to-patients