

EPS Repeat Dispensing Pilot North Manchester – One Page Summary

North Manchester Clinical Commissioning Group (CCG) and Greater Manchester Local Pharmaceutical Committee (GMLPC) have been working in collaboration to deliver a Repeat Dispensing Pilot Project across North Manchester.

The project's intention is to support the wider health system through better use of the community pharmacy network using the Electronic Prescription Service as part of Repeat Dispensing.

27

GP practices visited for training and live by September 2017.

38

Pharmacies attended eRD training events in February 2017.

811

Patients nominated for eRD by January 2018

511

Patients implemented on eRD by January 2018.

KPIs following implementation

- + **Patients feel they can manage their prescriptions better on eRD.**

Target: 75% - Exceeded

90% of patients asked said that they feel they can better manage their medication as a result of the service.

“Excellent service that is ‘patient focused’ Thank You”

- + **Patients feel community pharmacy is best place to manage repeat medication. Target: 75% - Exceeded**

93% of patients said that they feel their community pharmacy was the best place to manage their repeat medication.

“I am pleased with the way the service is conducted”

- + **Community pharmacies identify 10 suitable patients.**

Target: 75% - Achieved

511 patients have been implemented, this equates to **9.8** per pharmacy on average.

- + **North Manchester patients on eRD. Target: 5% – Ongoing**

According to data published by NHS Digital **3.5%** of patients in Manchester CCG locality were on eRD in March 2018. It is not possible to break down to North.

- + **Community pharmacies actively identifying suitable patients.**

Target: 100% - Ongoing

90.63% of pharmacies said they have been able to continually identify patients suitable for electronic repeat dispensing.

70.97% of GP practices said they felt the patients selected by community pharmacies are appropriate for electronic repeat dispensing.

“I am really satisfied and happy with this service”

- + **GP practices demonstrate reduction in repeat prescription workload - Data not available**

Results for this are ambiguous as the questions did not specify positive impact, this will be rectified in future.

Conclusion

This pilot has successfully demonstrated a benefit to patients, provided a platform for supporting further implementation and has shown the potential for improved communication and better patient perception for their repeat management.

Some scoping work to understand barriers of implementation, impact on waste reduction and ensuring a seamless service between practices and pharmacies would be beneficial. This would support development of further training/ implementation which could be beneficial to the pilot area and facilitate the project being rolled out to other areas.