



## Cancellation Factsheet for pharmacy staff

EPS allows GP staff with cancellation as a specific activity on their Smartcards to cancel whole electronic prescriptions or individual items at any point up until they are downloaded onto your pharmacy system.

**Top tips...**  
If you receive an electronic cancellation message it is advisable to conduct a manual download of all electronic prescriptions, as the prescriber may have replaced the cancelled prescription with a new one.

You can see the prescription details but not the reason for the cancellation. If you download a replacement prescription, check the right hand side for additional notes. It is likely the prescriber may have added a message to the right hand side to say that this prescription replaces the cancelled one.

If the prescriber has not generated a new prescription you may want to contact the GP practice on behalf of the patient so that they don't have to return there themselves.

A prescription or prescription item that has already been downloaded cannot be cancelled at the GP practice. It is likely that the GP will ring you to discuss the next steps; ideally mark the item as not dispensed and return it to EPS.

Any prescription that has been downloaded and not dispensed or returned to EPS will automatically expire after six months, meaning you will no longer be able to dispense it.

A repeat dispensing (batch) prescription can be cancelled by a prescriber; all outstanding prescription issues that have not been downloaded at the pharmacy will be cancelled automatically. Individual items on the prescription can also be cancelled.

