

# Community Pharmacy Support Guidance: Electronic Repeat Dispensing (eRD)

Version: 2.1

Date Published October 2018

Author: Rachel Raybould, Midland and Lancashire CSU

## Introduction:

Welcome to the Community Pharmacy Support Guidance: Electronic Repeat Dispensing (eRD). This reference source has been produced to provide you with relevant information sources to help you manage your customers receiving prescriptions via Electronic Repeat Dispensing. This can be used in addition to any in house training manuals your branch may have focussing on Electronic Repeat Dispensing, and supplements further information provided by NHS England and NHS Digital.

## Resources.

Further information about eRD is available from NHS England and NHS Digital, resources listed below.

### NHS England eRD guidance

<https://www.england.nhs.uk/digitaltechnology/wp-content/uploads/sites/31/2015/06/electronic-repeat-dispensing-guidance.pdf>

### NHS Digital eRD guide for dispensers

Guidance: <https://digital.nhs.uk/services/electronic-prescription-service/electronic-repeat-dispensing-for-dispensers>

Full guide at:

[https://digital.nhs.uk/binaries/content/assets/legacy/pdf/c/2/dispenser\\_guide.pdf](https://digital.nhs.uk/binaries/content/assets/legacy/pdf/c/2/dispenser_guide.pdf)

### NHSBSA/ NHS Digital eRD video for pharmacies

Hosted at following webpage

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

(NB – Video clip does not have audio)

We would recommend that you all members of your pharmacy team view these resources to increase their understanding of the processes involved.

## Electronic Repeat Dispensing Champion

It is recommended that every Pharmacy has a person who leads on Electronic Repeat Dispensing, and that all staff members have knowledge regarding eRD. Your lead may be a Pharmacist or a dispenser who is employed on a permanent basis, who has a good working knowledge of how the prescription process works. This person will act as a 'go to' person for other staff members with queries and be the named contact for any queries a GP practice may have.

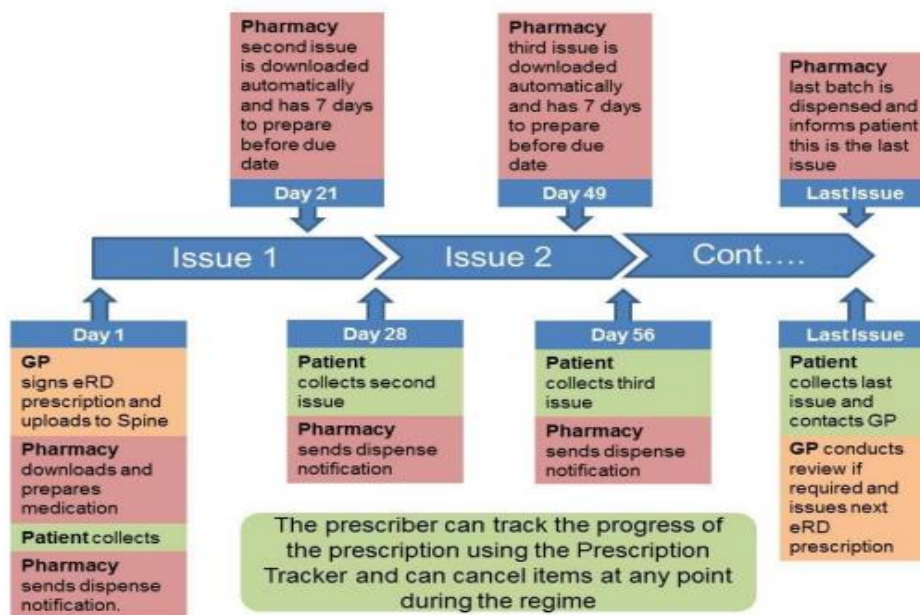
Our Electronic Repeat Dispensing Champion is.....

The GP Practice's Electronic Repeat Dispensing Champions are.....

Contact details .....

## How does eRD Work?

The following diagram shows the process for a 28 day prescription.



Reference NHS Digital *Electronic Repeat Dispensing eRD Dispensers Guide*. October 2016 – <https://digital.nhs.uk/services/electronic-prescription-service/electronic-repeat-dispensing-for-dispensers> - accessed 19<sup>th</sup> September 2018

As stated above, you must send a dispense notification to the Spine once the patient has collected their medication, this will allow the subsequent prescription to be downloaded into your workflow 7 days before the due date.

### **Uncollected Medication.**

We would recommend that if a customer doesn't collect a medication or advises that it is no longer required that you mark this item as not dispensed and contact the GP practice to advise. The GP practice can then review the patient in regard to this and action any follow up required.

### **Patient Suitability Guide.**

Not every person is suitable for electronic repeat dispensing, patients should be assessed on an individual basis. It is the GP practices sole responsibility to assess a patient's suitability for eRD and to offer the service to those deemed suitable. The GP practice will also gather the necessary consent from the patient. However, if you have customers who you believe would be suitable please contact the GP practice's Electronic Repeat Dispensing Champion to advise. You may wish to contact them via phone, or by secure NHS net email address. A template form has been created in Appendix One to enable you to capture this information.

A patient suitability guide has also been developed to give you further information about patient suitability; this can be found in Appendix Two. This information has been agreed with your local CCG Medicines Management Teams.

### **Four contractual questions**

Repeat dispensing is an essential service and is part of the NHS Community Pharmacy Contractual Framework. Before dispensing the electronic repeat dispensing prescription, it is good practices to ascertain that the patient is taking or using their medication appropriately and that there are no reasons why the medication in question should not be supplied. The poster on the following page states the four questions listed in the contractual framework.

# Repeat Dispensing

## Four Contractual Questions



**Have you seen any health professional (GP, nurse or hospital doctor) since your last repeat 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?**

**For any issues you are unable to provide support with please advise patient accordingly and contact the patient's GP practice if required.**

### Electronic Repeat Dispensing Instalment Card.

We suggest you give your customers an Electronic Repeat Dispensing Instalment Card to help them manage their medication. An example is shown below. If you don't already have a process in place to support patients manage their medication that they are receiving via eRDs, then the attached card could help patients manage when their medication is due. The customer should be encouraged to bring this to the pharmacy every time they would like to collect their set of repeat medications. By filling in the date when their next medication is due, this acts as a reminder for the patient and may also help you manage your workload more efficiently.

Please remind the patient when they receive their last issue that they need to contact their GP practice to request a new set of prescriptions.

Copies of this will be available to download from your LPC website.

## Electronic Repeat Dispensing Record Card



Midlands and Lancashire  
Commissioning Support Unit

### CustomerName

Your GP has set you up to receive months supply of medication and you will receive months supply at each visit to your community pharmacy.

Medication Issue	Date of Issue	Next Issue Due
1		
2		
3		
4		
5		
6		

Pharmacy Stamp

Please contact your GP surgery when you have received your final issue to continue receiving your medication in this way.

---

## Electronic Repeat Dispensing Record Card

You no longer need to order these items on prescription from your GP Practice when your medication supplies are running low, please go to your pharmacy to collect on the date stated over leaf when your next issue is due.

Please let your GP Practice know if any of your medicines change.

**Appendix One.**

Community Pharmacy eRD Customer selection form

Pharmacy Name: \_\_\_\_\_

Date	Customer Name	GP Practice	Number of medications	GP practice contacted



## Appendix Two:

### Electronic Repeat Dispensing - Patient Selection Supporting Information.

You can help your local GP practice in identifying suitable patients for inclusion in the scheme.

So, who is suitable?

- Patients who collect the same repeat medication every month.
- Patients on three or less repeats.
- Patients on suitable medication, the table below lists medication that has been deemed **unsuitable** for issuing via Electronic Repeat Dispensing.

Drug group	Examples of unsuitable medication
Antibacterials / antifungals short term courses	Amoxicillin, Azithromycin, Ciprofloxacin, Cefalexin, Clarithromycin, Clindamycin, Co-amoxiclav, Co-triamoxazole, Doxycycline, Erythromycin, Flucloxacillin, Lyme cycline, Metronidazole, Nitrofurantoin, Ofloxacin, Oxytetracycline, Phenoxymethylpenicillin (Penicillin ), Trimethoprim.
Antibiotic eye/ear drops/ ointment	Chloramphenicol, Fusidic acid. Ciprofloxacin, Otomize,
Antivirals	Aciclovir, Fluconazole, Terbinafine
Controlled Drugs	Temazepam, Buprenorphine, Fentanyl, Methadone, Morphine, Oxycodone (Longtec <sup>®</sup> ) Pethidine, Tramadol.
Dressings	Allevyn adhesive etc.
Drugs requiring intensive monitoring:	Warfarin, Lithium, Azathioprine, Ciclosporin, Leflunomide, Methotrexate, Mycophenolate Mofetil, Sulfasalazine, Sarolimus Hydroxycarbamide, Mercaptopurine, Penicillamine, Carbimazole
Hypnotics and Anxiolytics	Nitrazepam, Temazepam, Zopiclone, Zolpidem. Buspirone, Diazepam, Lorazepam, Lopropralam, Lormetazepam. Oxazepam
Oral Nutritional Supplements	Aymes Shakes, Complan, Ensure Shake, Fortisip, Fortijuice, Forticreme all varieties.
Potent Topical Corticosteroids	Clobetasol propionate 500 micrograms/ 1 gram, (Clarelux <sup>®</sup> ) (Dermovate <sup>®</sup> ) Clobetasol with neomycin and nystatin Diflucortolone valerate 3 mg per 1 gram (Nerisone Forte <sup>®</sup> )
Smoking Cessation	Varenicline (Champix <sup>®</sup> ) and Nicotine Replacement Products.
Topical preparations containing antimicrobials	Clotrimazole, Miconazole, Fusidic Acid, Nystatin, Timodine, Bactroban, Naseptin, Metronidazole preparations
Weight Loss treatment	Orlistat.

If you believe any of your customers are suitable please contact your GP practices Electronic Repeat Dispensing Champion.

Thank you for your continued support.