



Repeat Prescription Management Code of Practice

Guiding Principles:

Where a patient is capable of ordering their own repeat medication they should as a rule be encouraged to do so.

Written informed consent from the patient or their representative is required to allow a pharmacy to collect prescriptions on a patient's behalf.

Practice will provide a variety of methods for patients to request repeat medicines.

Paper-based methods of requesting repeat medicines should utilise the most recent printed repeat prescription request slip (right hand side of FP10 (prescription) form) wherever possible.

Patient and pharmacy will confirm that every item requested is required at time of dispensing.

All parties will communicate regularly and work together to ensure the accuracy of practice-held records to minimise clinical risk and minimise unnecessary waste of NHS resources.

No incentive should be offered by a pharmacist to secure the right to order repeat prescriptions on behalf of a patient.

Practice agrees to:

1. Have a repeat prescribing policy.
2. Provide and promote different methods to allow as many patients as possible to request repeat prescriptions themselves, including email/web-based systems.
3. Keep Patient Medication Records (PMR) accurate and current, particularly in respect of the list of authorised repeat medication and prescribed dosage, paying particular attention to 'when required' medicines.
4. Reconcile and align medicines when patients move between healthcare settings particularly discharge from hospital and amend repeat prescription list accordingly.
5. Ensure that the patient is made aware of their regular medication review dates, and undertake regular reviews.
6. Routinely provide patients with a single copy of their current printed repeat prescription request slip (right hand side of FP10 form).
7. Respond promptly to communication from patient or pharmacy concerning repeat prescription items e.g. no longer required, excessive quantity, dosage clarification.
8. Fulfil repeat prescription requests within a reasonable timescale in accordance with practice repeat prescribing protocol (48 hours from the point of ordering).

Pharmacy agrees to:

1. Have a standard operating procedure for their prescription collection service.
2. Encourage all patients who are capable, to request repeat prescription themselves.
3. Where this is not practical, obtain informed consent in writing from each patient or their carer to act as their representative to manage repeat prescription requests.
4. Agree with patient or representative exactly which repeat medicines are required. **This must be done on every occasion, just before the repeat prescription request is submitted to the patient's practice.**
5. Routinely, repeat prescription requests should not be submitted to a GP practice more than seven working days in advance of the patient requiring their medication.
6. Use the printed repeat prescription request slip (right hand side of FP10 form) when requesting on behalf of a patient wherever possible.
7. Clearly marking on above: pharmacy details and date of request (pharmacy stamp); **only tick the required items.**
8. To keep comprehensive records of all requests so that there is an audit trail for every prescription, from patient's request to receipt of delivered (or collected) prescription.
9. On day of dispensing or prescription collection confirm that every medicine prescribed is required by the patient. Annotate the prescription with 'not dispensed' for those items that are not required (to maintain the accuracy of patient medication records notify the GP practice of non-dispensed items).
10. Ensure that the patient is made aware of their regular practice medication review dates.
11. Address any concerns about non adherence and report any on-going adherence issues to the GP.

Patient agrees to:

1. Be responsible for requesting their repeat prescriptions whenever this is possible.
2. When requesting repeat medicines, only to request regular items that will be required within the next seven days, and 'when required' items that are likely to be required before the next 'regular' repeat.
3. Keep the most recent printed repeat prescription request slip and use it to request the next supply as above (unless using email/web-based systems).
4. To discuss with the practice/pharmacy any repeat medicines that they do not want to continue to take or where they have an excessive supply, to ensure medicines waste is minimised.
5. Provide confirmation in writing that the pharmacy is authorised to manage or collect repeat prescriptions for them, and to discuss relevant medicines issues with the practice or their pharmacist.
6. Inform pharmacy/practice as soon as possible of any changes affecting their regular medicines, to ensure that their patient medication record is kept up to date.
7. Attend medication review at practice and Medicines Use Review at pharmacy when requested.

Community Pharmacy Repeat Dispensing Service:

The community pharmacy repeat dispensing service, when well delivered, allows community pharmacists to add value to the repeat prescription process and ensure that the needs of the patient are conveniently met without the generation of unnecessary waste. If poorly delivered however, this can pose a risk to patients and will generate unnecessary waste.

Please note the section below which is taken from the service specification: Essential Service – Repeat Dispensing
Prior to each dispensing episode the pharmacist will:

- Ensure that the prescription requested is due and not being requested in advance of the date on the form.
- Ensure that the patient is taking or using, and is likely to continue to take or use, the medicines or appliances appropriately.
- Ensure that the patient is not suffering any side effects from the treatment which may suggest the need for a review of treatment.
- Check whether the patient's medication regimen has been altered since the prescriber authorised the repeatable medication.
- Check whether there have been any other changes in the patient's health since that time, which may indicate that the treatment needs to be reviewed by the prescriber.

Notes

A Pharmacy Prescription Collection Service is where the pharmacy representative acts as an agent on behalf of the patient to order, collect, dispense and/or deliver the medication to the patient. This is a useful service for those patients who are housebound. The agent follows the same procedures as would a relative or friend submitting a prescription request on behalf of the patient, collecting it and then having it dispensed.

GP practices will ensure that where the patient has indicated a pharmacy of choice for the dispensing of their prescription, that the prescription is either handed to the patient or patient's representative or made available for collection by the nominated pharmacy.

Where the patient has confirmed in writing that they wish the pharmacy to manage their repeat medication ordering, or use the pharmacy as a means of submitting their prescriptions to the surgery, this choice will be respected by the doctor and his/her staff.

Practices shall ensure that repeat prescription requests are managed within the surgery in a timely manner (no more than 48 hours) to ensure that the pharmacy is in a position to dispense the medication before the patient runs out of their current supply, particularly where the patient has ordered early in order to account for holiday periods.

Pharmacies will ensure that where they manage repeat medication requests on behalf of patients that this is done in an effective and efficient manner, having regard to the patient's expected requirement of each medication.