

## Repeat Prescription Management: Code of Practice

### Guiding Principles

- Patient will make their own repeat medicines request. Deviation from this will require the patient's informed consent
- 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
- All parties will communicate regularly and work together to ensure the accuracy of practice-held records and minimise unnecessary waste of NHS resources

### Practice Agreement:

- Provide and promote different methods to allow as many patients as possible to request repeat prescriptions themselves, including email / web-based systems
- Maintain a register of patient who are unable to re-order repeat medication and contact these patients or representatives to enable prescription orders to be placed
- Keep Patient Medication Records (PMR) current, particularly in respect of the list of authorised repeat medication, and paying particular attention to 'when required' medicines
- Include relevant information of pharmacies authorised to collect repeat prescriptions in PMR for each patient as appropriate
- Ensure that the patient is made aware of their regular medication review dates, and undertake regular reviews
- Routinely provide patients with a single copy of their current printed repeat prescription request slip (right hand side of FP10 form)
- Respond within 12 hours to communication from patient or pharmacy concerning repeat items e.g. no longer required, excessive quantity, dosage clarification, date ordering
- Inform the patient and/or pharmacy of any repeat items that will not be issued
- Fulfil repeat prescription requests accurately, avoiding any unintentional additions or omissions, and within 72 hours in accordance with Practice Repeat Prescribing Protocol
- Refrain from directing patients to a specific pharmacy, including internet pharmacies, which are not of the patient's choosing
- Keep records of prescriptions given to pharmacy staff, including drivers, to ensure there is an audit trail. Identification will be asked for to confirm person picking up the prescriptions, which will be in sealed bags

### Pharmacy Agreement:

- All patients who are capable, to request repeat prescriptions for themselves; notify the practice of patients who may not be in a position to re-order their own medication
- Keep comprehensive records of all requests, so that there is an audit trail for every prescription from receipt of prescription to prescription delivered (or collected)

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- On day of dispensing, confirm that every medicine prescribed is required by patient, and notify practice of any 'Not Dispensed' medicines, to maintain accuracy of practice records. (On FP10, annotate as 'ND' **and** strike through item and *return Rx to surgery to record to be amended.*)
- Ensure that the patient is made aware of their regular practice medication review dates
- Where possible, for medicines requiring closer monitoring e.g. warfarin, methotrexate, lithium, record clinical monitoring on your computer records in-line with Patient Safety Good Practice Recommendations
- Pharmacy staff, including drivers, to ensure there is an audit trail will present identification when picking up the prescriptions, which will be in sealed bags from the surgery
- Upon receipt of the prescriptions any discrepancies are notified to the practice

**Patient Agreement:**

- Be responsible for requesting own repeat prescriptions. Which can take up to 72 hours to process as per the practice policy
- When requesting repeat medicines, only to request regular items that will be required within the next 7 days, and 'when required' items as needed
- 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)
- To discuss with the practice / pharmacy any repeat medicines that they do not want to continue to take, or are stockpiling, to minimise waste
- Provide confirmation in writing that the pharmacy is authorised to collect repeat prescriptions for them, or to change a pharmacy nomination and to discuss relevant medicines management issues with the practice
- Inform pharmacy / practice as soon as possible of any changes affecting their regular medicines, to ensure that Patients Record is kept up to date
- Attend medication reviews and clinical checks at the GP practice when requested

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