

# Handing out a Repeat Dispensing Prescription?

## What do you need to discuss with the patient?

### First in batch (e.g. 1 of 6)

Explain the service to the patient, for example:-

- Your GP has authorised a batch of prescriptions which will be available at the pharmacy every 28 days.
- You do not need to order your medication through the GP practice until the end of the batches.
- Before dispensing your medication each month the pharmacy will need to ask you some questions.
- If you have medication not on repeat dispensing (e.g. when required medication like lancets/creams) you will need to order these items yourself via your GP Practice.
- Your GP has issued ..... no of batches. When you collect the last batch you will need to contact your GP Practice straight away as you may need your medication to be reviewed before the next batch can be issued.
- If there is a specific process in your pharmacy (e.g. patient to contact the pharmacy in advance) please ensure this is explained.

### Rest of the batches

#### Ask the 4 questions

Community pharmacists must ensure a Repeat Dispensing prescription is still appropriate prior to dispensing. Therefore, it is required that **patient or carer collecting medicines are asked the following questions every time (or delivery patient is contacted by phone).**

- 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?

### Last in Batch

**Tell the patient it's the last in batch and to contact GP Practice ASAP.**

Patient may need their medication reviewed and/or some tests before the next batch can be issued so need to contact GP as soon as collect last batch.

## Housebound patients/delivery patients

Please ensure there is a process in place to ensure delivery patients on eRD receive their medication on time, eRD is explained and they are asked the questions every time. Housebound patients could be encouraged to personally request their next issues, presenting an opportunity to ask the above questions, via telephone. If this is not done they must be contacted by the pharmacy.

## Problems

Any significant problems or concerns that arise from the consultation must be passed to the GP practice, in some situations the pharmacist may need to make the clinical decision not to supply a certain medication due to the outcome of a consultation. In the case of urgent problems or where an immediate reply is required, the pharmacist should phone the GP practice.

## Items Not Dispensed

Items not required on each issue must be clearly marked as not dispensed before the prescription claim is submitted.

Remember to consider repeat dispensing when clearing uncollected prescriptions. Give patient sufficient time to collect eRDs for 'when required' medication if you have made these up in advance. Please be aware that some GP surgeries initiate patients on eRD during their annual review. This may be a few weeks before the patient is due to collect their next prescription (only some GP systems allow for the first eRD in batch to be post-dated).

Therefore, please contact patient to check if they need the medication before 'not dispensing' any items on eRD.

Consider if need to inform GP if patient not needing medication.

## Patient Information

<https://psnc.org.uk/wp-content/uploads/2013/07/eRepeat-Dispensing-leaflet.pdf>

<https://player.vimeo.com/video/291921078>

Please also consult your pharmacy specific SOP for Repeat Dispensing

(This document was produced by Community Pharmacy Humber and we are grateful for their support in sharing this resource).