

## Repeat Prescription Management - Best Practice Guidance

### We expect pharmacies to:

1. Encourage all patients who are capable, to request repeat prescriptions for themselves, informing them of web based systems that they could sign up for at their surgery.
2. Where this is not practical, obtain informed consent in writing from each patient or, in exception, their carer to act as their representative to manage repeat prescription requests.
3. Agree with patient or representative exactly which repeat medicines are required on every occasion, *at the time the prescription request is about to be sent to the practice.*
4. Wherever possible, use the most recent printed repeat prescription request slip (right hand side of FP10 form) when requesting repeat medicines on behalf of a patient.
5. Clearly mark on the repeat prescription request slip: pharmacy details and date of request (pharmacy stamp); tick items required; cross through items not required this time; include patient (or representative) signature as confirmation of consent. If the patient/representative is not available in person, the pharmacist's signature must be added to the request to confirm that the patient/representative has been contacted within 48 hours of request submission.
6. Send the repeat prescription request to the practice not earlier than two weeks before the medicines are required by the patient (unless there are exceptional circumstances e.g. holidays).
7. 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.
8. Make every effort to check whether a prescription has been issued, including checking the EPS tracker, before contacting the practice to chase up.
9. 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.)
10. Ensure that the patient is aware of their regular practice medication review dates.
11. Where possible, for medicines requiring closer monitoring e.g. warfarin, methotrexate, lithium, annotate the request with the latest information from the patient's record book
12. Where appropriate, highlight patients that are suitable for Repeat Dispensing to their GP surgery
13. Ensure there is a system in place for drivers to pass on any communication from the GP practice.

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### **We expect patients to:**

1. Be responsible for requesting their own repeat prescriptions whenever this is possible.
2. When requesting repeat medicines, only to request regular items that will be required within the next 2 weeks, 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 are stockpiling, to minimise waste.
5. Provide confirmation that the pharmacy is authorised to manage or collect repeat prescriptions for them, and able to discuss relevant medicines management issues with the practice. This authorisation should be recorded on SystmOne.
6. Inform pharmacy / practice as soon as possible of any changes affecting their regular medicines, to ensure that their medication record is kept up to date.
7. Attend medication review at the GP practice when requested.

### **We expect practices to:**

1. Provide and promote different methods to allow as many patients as possible to request repeat prescriptions themselves including web-based systems.
2. Keep Patient Medication Records (PMR) current, particularly in respect of the list of authorised repeat medication, paying particular attention to 'when required' medicines and stopping items that have not been ordered in the previous 12 months.
3. Include relevant information of pharmacies authorised to manage or collect and discuss repeat prescriptions in PMR for each patient as appropriate.
4. Ensure that the patient is made aware of their regular medication review dates, and undertake regular reviews
5. Routinely provide patients with a single copy of their current printed repeat prescription request slip (right hand side of FP10 form) or ensure they are aware the information can be accessed via online services.
6. Respond promptly to communication from patient or pharmacy concerning repeat items e.g. no longer required, excessive quantity, dosage clarification.
7. Inform the patient and/or pharmacy of any repeat items that will not be issued.
8. Fulfil repeat prescription requests accurately, avoiding any unintentional additions or omissions, and within a reasonable timescale, in accordance with Practice Repeat Prescribing Protocol.
9. Refrain from directing patients to a specific pharmacy, including internet pharmacies, which are not of the patient's choosing.
10. Keep records of prescriptions given to pharmacy staff, including drivers, to ensure there is an audit trail.
11. Consider whether patients that only have regular medication would be suitable for Repeat Dispensing

*This Code of Practice has been endorsed by: Milton Keynes CCG and the Northamptonshire and Milton Keynes Local Pharmaceutical Committee  
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