

Hints and Tips for Prescription Clerks and Practice Staff in Managing the Repeat Prescription

Process

Request for a repeat prescription



- ✓ All patients/carers should be encouraged to submit repeat prescriptions requests independently.
- ✓ Where possible, requests should be made electronically directly with the GP practice. Preferred methods NHS App* or Patient Access (EMIS practices) or System Online (SystemOne practices)
- ✓ Paper repeat slip ⇒ ticked and clear? Also check if mobile phone user ⇒ send SMS details on electronic ordering.
- ✓ Some items are not needed with every prescription (as required items e.g. salbutamol inhaler/rescue packs/GTN spray)
- ✓ Discourage request on written lists, emails and telephone requests.

First Quick Checks



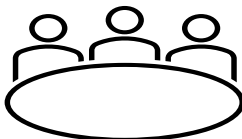
- ✓ Past or acute medication ⇒ flag to clinician
- ✓ Current electronic repeat dispensing (eRD) set-up but repeat requests still placed by patient/pharmacy ⇒ contact requestor.
- ✓ Last repeat issued >6 months ago ⇒ flag for review
- ✓ No medication review completed within last 12 months (or due on patient's record) ⇒ flag to clinician
- ✓ No authorised repeats/exceeded ⇒ flag to clinician
- ✓ End date noted on prescription and exceeded ⇒ flag to clinician
- ✓ Check for duplicated items on repeat

Reducing over-ordering



- ✓ Repeat template correct (e.g. direction, quantity, duration all match)?
- ✓ Repeat medicines synchronised?
- ✓ Check quantities issued match usage e.g. qty more than required?
e.g. 1 puff twice/day (120 dose inhaler) ⇒ 60 days' supply, 2 puffs twice/day (120 dose inhaler) ⇒ 30 days' supply
e.g. insulin pens/cartridges 5x3ml packs can be split, no need to issue multiples of 5
- ✓ Be aware of early requests especially drugs of potential misuse e.g. painkillers, depression/anxiety medication, sleeping tablets
- ✓ Request for an over-the-counter medicine? Patient to purchase if appropriate ⇒ flag to clinician.

Specialist recommended medication



- ✓ Baby milks on prescription ⇒ flag for review if child is ≥ years old
- ✓ Oral nutritional supplements ⇒ do not add to repeat, 3 monthly review by dietitian/practice clinician. If new on discharge, flag to clinician
- ✓ Stoma/incontinence ⇒ prescription request by patient only, no third-party requests e.g. a Dispensing Appliance Contractor. No GP prescribing in West Essex – issued direct via Stoma Service.
- ✓ Dressings ⇒ not to be added onto repeat, quantity required dependent on frequency of dressing changes (usual max 14 days' supply)

*NHS APP is for patients aged 13 years old and over registered with a GP in England and Isle of Man.
This is not a comprehensive process outline. The intention is GP practices will use this resource alongside their repeat prescription policy.

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