

Repeat Prescription Management Code of Practice

Best Practice for Patient, Practice and Pharmacy

Guiding Principles:

Patient will make their own repeat medicines request whenever possible. Deviation from this will require the patient's informed consent and choice.

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

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

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.

Patient agreement:

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

Practice agreement:

1. Provide and promote different methods to allow as many patients as possible to request repeat prescriptions themselves, including email / web-based systems.
2. Keep Patient Medication Records (PMR) current, particularly in respect of the list of authorised repeat medication, and paying particular attention to 'when required' medicines.
3. Include relevant information of pharmacies authorised to manage or collect 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).
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.

Pharmacy agreement:

1. Encourage all patients who are capable, to request repeat prescriptions for themselves.
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 one week 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. 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.)
9. Ensure that the patient is made aware of their regular practice medication review dates.
10. Where possible, for medicines requiring closer monitoring e.g. warfarin, methotrexate, lithium, attach a photocopy of the patient's record book to the request form.

Notes

Doctors and their staff 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 to ensure that the pharmacy is in a position 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.



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