

Good Practice Guidance for Care Homes

Risk assessment tool for online ordering and EPS in care homes

Care Home:	Discussion with and date:
GP Practice:	Discussion with and date:
Pharmacy:	Date informed:
Item for discussion	Details and concerns
Monthly repeats will be requested online but how will the care home submit interim requests?	
How will the care home communicate different quantities that are required or items that do not appear on repeat?	
Online requests will come through to the practice as a task along with all other patient requests. From the task list there is no way of identifying if the request is for a care home or not. Will this impact on the practice?	
Care homes usually order their monthly repeats in week 2 of their medication cycle (2-3 weeks before it is due). When ordering online the tick box will only be available 7 days before the medication is due. The work around is to mark all care home repeat templates as irregular; however, this also removes the 'issuing too early' prompt. How will this impact on the practice?	
When EPS prescriptions are sent to the pharmacy there is no way to identify if a prescription is a repeat for the next month or an interim/acute that is needed sooner. How will the care home communicate interim/acute prescriptions to the pharmacy?	
Following the online ordering the care home should log back in to confirm that all items requested have been issued. How will the care home follow up discrepancies with their order?	
When chasing prescriptions the first action is to check the online repeats list to confirm it has been issued. The pharmacy can then be contacted – if they do not have the prescription yet then they can look on the prescription tracker.	
Consent paperwork is staff member specific so if a new member of staff requires access to online ordering these will need to be submitted again.	
When a staff member leaves the practice should be informed immediately so that their access is revoked.	
Start date of next medication cycle:	Planned first online order:

MOVP-091-v1 MOVP-091-v1 Good Practice Guidance - Risk assessment tool for online ordering and EPS in care homes	Status: Approved	Next Review Date: September 2022
©NHS Commissioning Board. Developed by North of England Commissioning Support Unit 2020	Approved date: 22.09.2020	Page 1 of 1