COVID-19 Electronic Repeat Dispensing Standard Operating Procedure

Emergency Protocol for identifying and moving appropriate patients onto Electronic Repeat Dispensing
Please note: this is an emergency protocol which is different from existing National Guidance on Repeat Dispensing

Inclusion Criteria*
Priority Group 1 - Patients aged 70 years and over – usual duration up to 3 month's supply in batches of 28 days
*Any patient suitable for a repeat prescription could be suitable for electronic repeat dispensing. This includes but is not limited to:

- Patients on stable therapy
- Patients with long term conditions
- Patients on multiple therapy e.g. hypertension, diabetes, asthma etc.

Priority Group 2 - Patients aged 40 – 70 years – usual duration up to 12 month's supply in batches of 28 days

Exclusion Criteria
- Prescriptions for Warfarin or Schedule 2 or 3 Controlled Drugs
- Palliative Patients on End of Life Pathway
- Patients on 7 day prescriptions
- Patients who order their prescriptions online

1. Identify patients on repeat medication (from selected criteria above)
2. Check the following;
   - repeat medications are stable (regular monthly ordering)
   - medical condition is stable (check investigation screen for any items highlighted in red – exclude these patients)
   - urgent monitoring is NOT due e.g. INR
3. If all above criteria are met and before electronic repeat dispensing can be initiated ensure the following;
   - patient has a documented mobile phone number
   - PDS box is blue – see below screen shot (if PDS box is RED, right click and complete information requested)
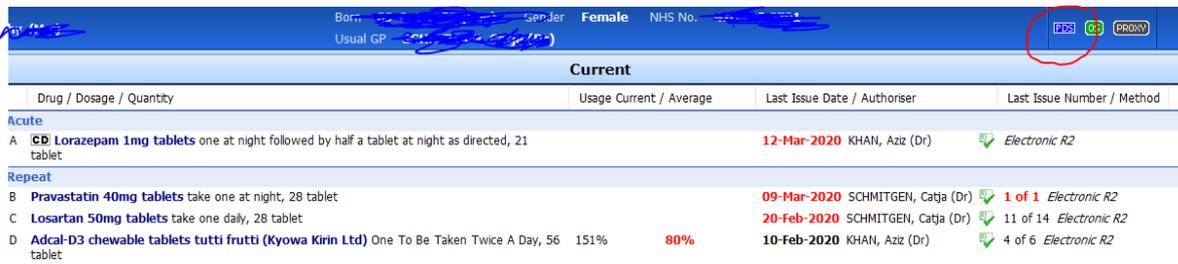

- a community pharmacy nomination is in place (if no nomination in place, contact patient to confirm preferred community pharmacy and set nomination – see below. This may also be an opportunity to encourage patients to sign up to online ordering services via myGPapp – see link https://www.nhs.uk/apps-library/mygp/

How to nominate a community pharmacy;
1. Click nominations

2. Click find
3. Type the name of the pharmacy the patient has requested, highlight, then click ok
4. The nominated pharmacy will appear at the bottom of the medication screen as per example below
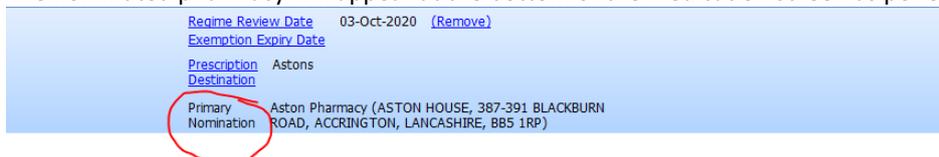
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5. If suitable, change each medication to repeat dispensing with 28 days interval (see hyperlink or instructions below)
https://www.emisnug.org.uk/using-repeat-dispensing-epsr2-and-emis-web

Adding or changing a medication to repeat dispensing.
- Add the medication using the same process as any other, selecting Repeat Dispensing from the drop down list of issue type.
- Ensure the **Duration** and **Authorised issues** are set correctly;
  duration is how long each issue should last eg; Ramipril 1.25mg one capsule daily, number issued 28 - the duration would be 28 days)
  authorised issues is the number of prescription issues that the chemist can dispense before the next prescription has to be issued by the practice eg; if the patient is due to be reviewed in 6 months this would be set to 7 (there are more than 28 days per calendar month, so you need to allow an extra issue or the patient will run out).

What about 'when required' medication?
Most patients suitable for electronic repeat dispensing are likely to require a mixture of regular medication and when required medication, also known as PRN medication. By changing repeat medication AND PRN medication to repeat dispensing at the same time, this will ensure only one signature task is generated for the GP;
- Select multiple repeat items required
- Right click and select Rx type, repeat dispensing
- For each regular medication select number of issues. For infrequent PRN medication the number of issues will be less
- At this point, the 'variable repeat' box may be ticked for any appropriate PRN medication
- Click OK

7. Add the following pharmacy message. You may choose to also add it as a patient message;
Due to COVID-19 we have changed your prescription to electronic repeat dispensing. This means your repeat prescriptions have been sent electronically to your nominated pharmacy. You do not need to contact your GP Practice to order prescriptions for the next 3 months.   When you have 5 days of medicines left please contact your pharmacy. Please visit http://www.elmmb.nhs.uk/assets/rd for more information

8. *Send patient an SMS text message using AccuRx chain (unless patient has opted out of this service -* a large red banner will appear at the top of the text*) stating the following;*
Due to COVID-19 we have changed your prescription to electronic repeat dispensing. This means your repeat prescriptions have been sent electronically to your nominated pharmacy. You do not need to contact your GP Practice to order prescriptions for the next 3 months.   When you have 5 days of medicines left please contact your pharmacy. Please visit http://www.elmmb.nhs.uk/assets/rd for more information

OR telephone the patient explaining the following;

Good morning/afternoon.
I am calling on behalf of your GP practice to let you know that we have arranged for your prescription to be placed on electronic repeat dispensing for the next 3 months. This means your medication will be dispensed directly by your regular community pharmacy without you needing to contact the practice/surgery to order. When you have 5 days of your regular medication left you should contact your community pharmacy directly and they will be able to arrange for your medication to be dispensed.

9. Add read code 8BM1 "on repeat dispensing" to patient record
10. Add code "Repeat prescription – initial assessment" where patient is assessed and not put on eRD.
11. Add code "Repeat dispensing service declined" where patient contacts the practice to opt out of RD.

Notes/considerations – instructions available

- Ensure all staff have access to prescription tracker (tracker has to be downloaded per PC)
- Registered for AccuRx chain (enabled per practice by PM)
- DMD items will need changing
- Set up your EMIS short keys
- If eRD is suspended follow procedure for 'How to recall prescriptions'