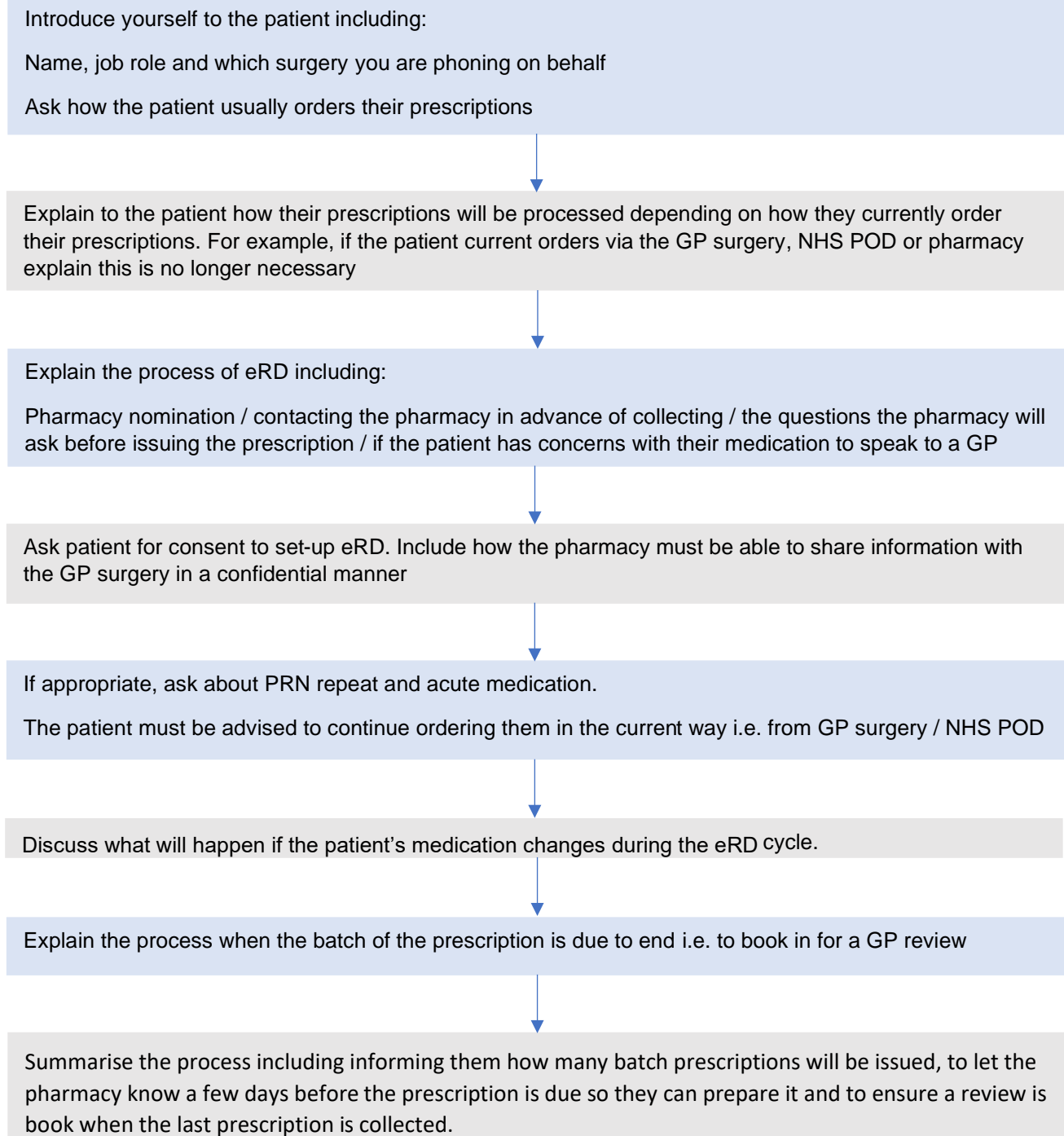


Electronic Repeat Dispensing (eRD) – Flow chart for patient calls

To help pharmacists and pharmacy technicians discuss eRD with patients, a simple flow diagram has been developed to be used in conjunction with the crib sheet for patient calls. This is a guide to the structure of the conversation.



Useful resources – *click links to access*

- **Academic Health Science Network:** [Wessex AHSN Electronic Repeat Dispensing Handbook 2018](#)
- **NHSBSA Resources:** <https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliancecontractors/prescribing-and-dispensing/electronic/erd-resources>
- **NHS Dorset Clinical Commissioning Group:** [Explaining eRD to a patient. Crib sheet for patient calls during Covid-19 eRD project](#)
- **NHS North East Hampshire and Farnham Clinical Commissioning Group:** [Electronic Repeat Dispensing Conversation Crib Sheet](#)

Version Control (To be completed by policy owner)

Version	Date	Author	Status	Comment
2.0	Dec 2023	Updated by Jen Carroll, TAG Lead Technician	Final	Format and accessibility checks in preparation for transfer to Knowledge NoW website. Content not reviewed. Review date amended to Dec 2024

