

Electronic Repeat Dispensing (eRD) – Crib sheet for patient calls – for GP surgeries NOT using NHS POD

This crib sheet is designed to support pharmacists and pharmacy technicians discuss eRD with patients. It is intended to be used as a guide only.

Those points in italic are supplementary points which may not be suitable to discuss with all patients.

Introduction

Good morning / afternoon. Please could I speak to Mr / Mrs / patient name.....? My name is.....and I am a pharmacist / pharmacy technician currently supporting(GP surgery) to help with their prescriptions.

Is now a convenient time to have a chat to you regarding how you currently order your prescriptions?

Do you currently order your prescriptions yourself via the GP surgery or through your pharmacy?

Depending on the response, please follow point A or B.

A. Patient orders own prescription via GP surgery

In order to improve our service and to benefit you, we are looking at issuing a 'batch' of your repeat prescriptions for the next.....months. These would be available to collect when you need them from your pharmacy.

You have been identified because your medication has not changed for some time and you have been reviewed by your GP / nurse within the past 12 months.

By issuing your prescriptions in this way, it would mean you no longer have to order your prescriptions each time you need them from the GP surgery. The pharmacy you nominate will hold these prescriptions for you electronically and will dispense them each month / every 2 months.

The system is called electronic repeat dispensing

Would you be happy for me to discuss this with you further?

B. Patient orders via pharmacy

In order to improve our service and to benefit you, we are looking at issuing a 'batch' of your repeat prescriptions for the next.....months. These would be available to collect when you need them from your pharmacy.

You have been identified because your medication has not changed for some time and you have been reviewed by your GP / nurse within the past 12 months.

By issuing your prescriptions in this way, the pharmacy you nominate will hold these prescriptions for you electronically and will dispense them each month / every 2 months when you need them.

The system is called electronic repeat dispensing

NWICB Medicines Optimisation Team

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Would you be happy for me to discuss this with you further?

Explaining the process

I am now going to talk you through the process of electronic repeat dispensing if that is ok with you? It is important you understand how it works so you feel confident you know what you are doing and we want to make sure you are happy with the process.

Once the prescriptions have been set-up, they are sent electronically to a pharmacy of your choice. This is called your 'nominated pharmacy'.

You can change this pharmacy nomination at any point. This includes a temporary change, for example if you are away from home and need to collect a prescription urgently.

Your nominated pharmacy is then able to access these prescriptions, or 'pull them down', every month / 2 months and dispense them so they are ready when you need them.

If you need to request a prescription early, for example you are going on holiday, the pharmacy is able to give you the next prescription early if appropriate.

I can see your current pharmacy is.....is this still correct?

Can I check how many days of medication you have left so I can arrange for a prescription to be sent to the pharmacy a few days before you run out?

This will save you time when you go to collect your prescription as the pharmacy can make up your prescription in advance of you visiting.

If you forget to contact the pharmacy in advance, the pharmacy can still dispense your prescription but you may need to wait whilst they make it up for you.

Before you are given your prescription, the pharmacist will need to ask you a few questions to make sure the medication is still suitable for you. These questions include:

- Whether you have been to hospital or seen another healthcare professional since the last time you collected your prescription.
- If you have had any side effects or other problems with your medication
- If any new medication has been started since you last collected. This will include any medication you have bought.
- If you are still taking all of the medication
- If require everything on the prescription this time.

It is important you answer these questions so the pharmacist can discuss any changes with your GP.

If you have any concerns about your medication which you think need to be discussed with your GP, it is important you contact your GP surgery to discuss, even if you are not due a review.

Do you have any questions or is there anything about the process you would like to discuss or for me to go over again?

Gaining consent

I need to discuss some points around consent if this is ok?

In order for electronic repeat dispensing to work, your nominated pharmacy and GP surgery must be able to communicate and share information with each other. Both the pharmacy and GP surgery will ensure patient confidentiality is maintained at all times.

In order to set these prescriptions up for you, I need to gain your consent for that information to be shared. Are you happy to go ahead with this?

Are you still happy to use.....pharmacy as your nominated pharmacy?

Ordering 'When required medications' – *only discuss if relevant to the patient. Depending on the answer please follow point A or B. During Covid-19, eRD is unlikely to include patients with PRN medications* Do you have any current repeat or acute items that you only order when you need them, for example creams, inhalers or eye drops?

A. Yes

You would need to continue to order these items as you do currently via your GP surgery / pharmacy.

B. No

If this changes in the future, these items would need to be ordered as you do currently via your GP surgery / pharmacy.

Changes to medications

If there are any changes to your medication over the next.....months, the repeat dispensing prescriptions can be amended at any time by the practice to make sure your medication is correct.

If you are aware of any changes, including that you are no longer taking a medication, you must tell the pharmacist when you collect your prescription.

Do you have any questions or would like to go over anything at this point?

What to do when the batch of prescriptions has come to an end

The final points we need to discuss is what happens when you come to the end of your 'batch' prescriptions

When you collect your last prescription from the batch, the pharmacist will tell you it is the penultimate / last but one issue.

You will then need to make an appointment to see your GP to have a medication review and receive any monitoring such as blood tests. The GP will then be able to issue you with a further batch of prescriptions at the review. You may need to remind your GP you use repeat dispensing.

It is important this review takes place as you will not be able to obtain further prescriptions without one.

Summary

That is the process of electronic repeat dispensing, would it be ok if I went through some of the main points with you again?

I will issuemonths of prescriptions to be collected every month / 2 months.

The first prescription will be ready to collect from your pharmacy a few days before you need them. Please give the pharmacy a few days' notice before you run out of medication so they can prepare it for you.

If you forget to let the pharmacy know, don't worry, they can still dispense your prescription but it will mean you may have to wait for it whilst the pharmacy dispenses it.

Please remember to contact your pharmacy when you need a new prescription – not your surgery.

The pharmacy will remind you when you collect the penultimate / last but one prescription. It is important that you make an appointment with your GP for a review at this point.

You may wish to write down the new system is called repeat dispensing. If you mention this when you talk to the pharmacy it will help them to find the prescription.

Other questions and points to consider

What if I am late collecting my prescription?

If you are a few days late collecting your prescription, it can still be given to you as long as the pharmacist is happy that it is safe to do so. If they have concerns, they may wish to discuss with your GP.

What happens if I do not collect my prescriptions?

The pharmacy will let the GP know as you may need to be reviewed.

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	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
