

## Electronic Repeat Dispensing (eRD) – Cancelling an eRD Prescription

To be able to cancel eRD prescriptions you must have been granted the '**Perform ETP Cancellations**' access right on SystemOne to be able to cancel ETP issues.

eRD allows cancellation of an individual item or of the whole prescription, where an eRD has not been downloaded by a pharmacy it remains on the NHS spine and the remaining prescriptions for that item or the full prescription are subsequently cancelled.

There will be occasions when it is necessary to cancel an existing eRD prescription:

- If an eRD has been set up for a patient and partway through the batch there has been a change to one of the medications or if a medication is no longer suitable.
- If a patient leaves the practice, any outstanding eRD prescriptions must be cancelled.

There are two options for patients with multiple items on eRD where an item requires cancellation:

1. **Cancel all outstanding items on the eRD**
2. **Cancel individual item(s) on the eRD**

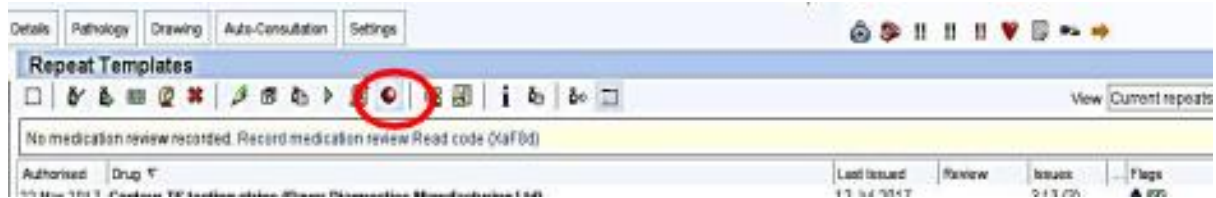
It is always good practice to communicate with the patient's nominated pharmacy about any changes made to eRD prescriptions; this can be done via the electronic note to dispenser within the new eRD prescription.

However, if the pharmacy has already downloaded the prescription from the NHS spine, the practice must contact the patients nominated pharmacy to alert them of any changes and to stop supply of changed medication to avoid patients unintentionally receiving medication no longer prescribed for them.

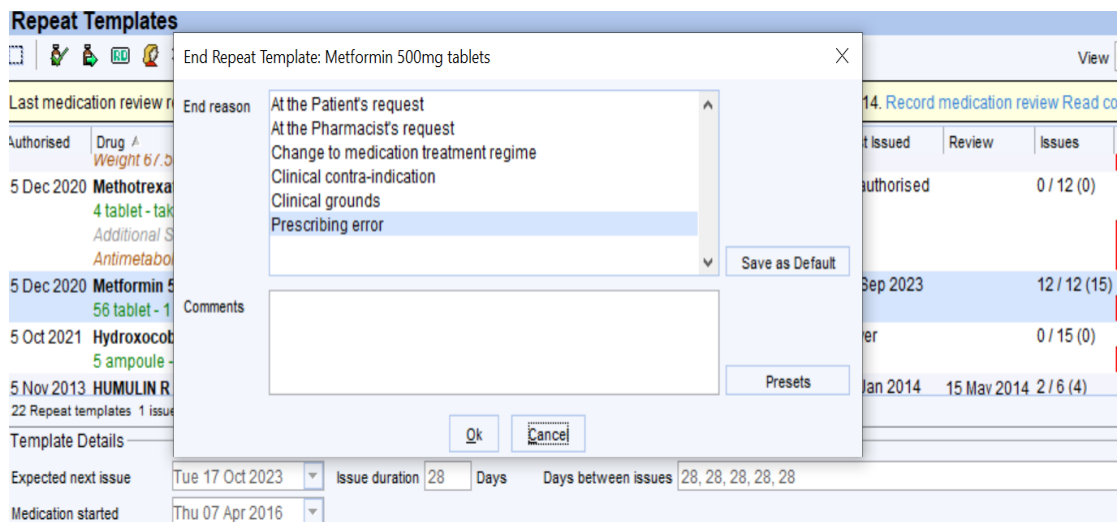
## The process for cancelling or amending eRD on SystmOne:

If one item on a multiple item prescription needs to be stopped and not replace or amended, it can be stopped on the repeat template using the stop button. This will cancel the item off all remaining eRD prescriptions on the spine.

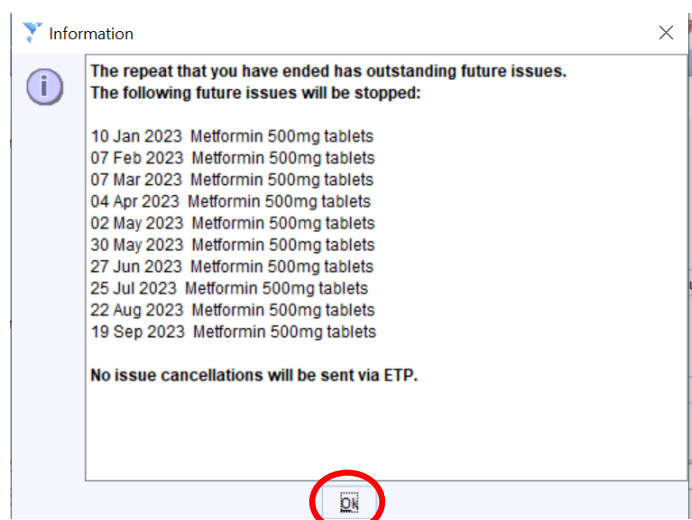
1. Highlight the medication on the repeat template and click the stop button (circled below in red)



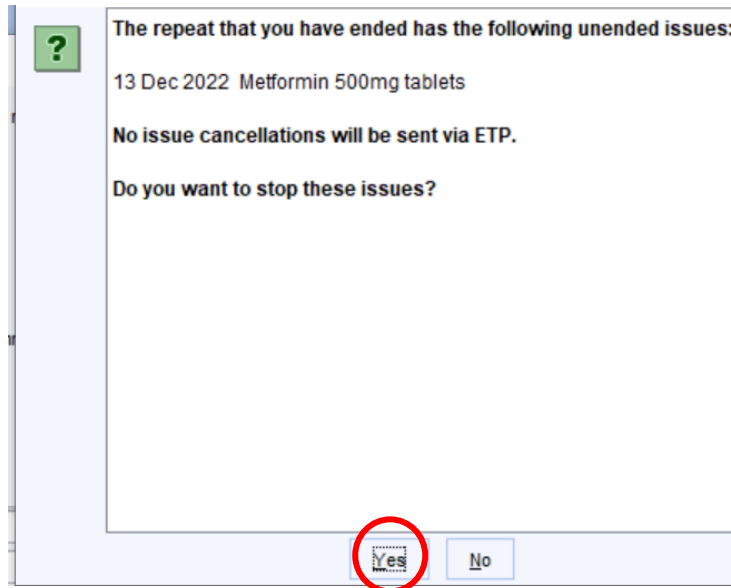
2. Select an 'End Reason' for ending the item and add notes in the comments box as appropriate.



3. An information box will appear showing the future eRD prescriptions on the spine that have not yet been downloaded by the pharmacy. Select OK.



- A question box will appear for each item cancelled, select YES to approve to the cancellations.



**The repeat that you have ended has the following unended issues:**

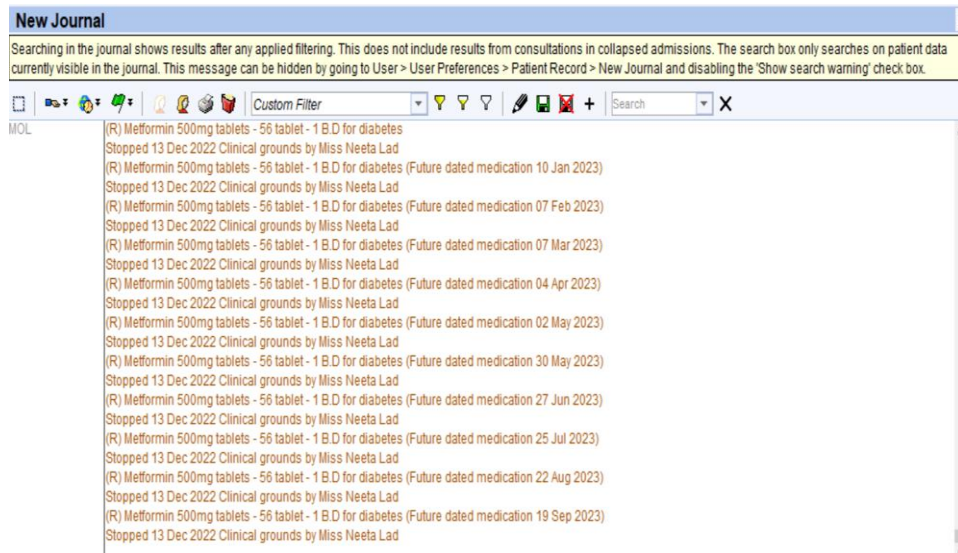
13 Dec 2022 Metformin 500mg tablets

**No issue cancellations will be sent via ETP.**

**Do you want to stop these issues?**

Yes No

- An electronic prescription cancellation pending task is sent **automatically** when the record is saved detailing that the request has been submitted and is awaiting confirmation. The task will list the issues that will be cancelled. You can view the cancelled prescriptions in the tabbed journal:



**New Journal**

Searching in the journal shows results after any applied filtering. This does not include results from consultations in collapsed admissions. The search box only searches on patient data currently visible in the journal. This message can be hidden by going to User > User Preferences > Patient Record > New Journal and disabling the 'Show search warning' check box.

Custom Filter [Search]

MOL

- (R) Metformin 500mg tablets - 56 tablet - 1 B.D for diabetes
- Stopped 13 Dec 2022 Clinical grounds by Miss Neeta Lad
- (R) Metformin 500mg tablets - 56 tablet - 1 B.D for diabetes (Future dated medication 10 Jan 2023)
- Stopped 13 Dec 2022 Clinical grounds by Miss Neeta Lad
- (R) Metformin 500mg tablets - 56 tablet - 1 B.D for diabetes (Future dated medication 07 Feb 2023)
- Stopped 13 Dec 2022 Clinical grounds by Miss Neeta Lad
- (R) Metformin 500mg tablets - 56 tablet - 1 B.D for diabetes (Future dated medication 07 Mar 2023)
- Stopped 13 Dec 2022 Clinical grounds by Miss Neeta Lad
- (R) Metformin 500mg tablets - 56 tablet - 1 B.D for diabetes (Future dated medication 04 Apr 2023)
- Stopped 13 Dec 2022 Clinical grounds by Miss Neeta Lad
- (R) Metformin 500mg tablets - 56 tablet - 1 B.D for diabetes (Future dated medication 02 May 2023)
- Stopped 13 Dec 2022 Clinical grounds by Miss Neeta Lad
- (R) Metformin 500mg tablets - 56 tablet - 1 B.D for diabetes (Future dated medication 30 May 2023)
- Stopped 13 Dec 2022 Clinical grounds by Miss Neeta Lad
- (R) Metformin 500mg tablets - 56 tablet - 1 B.D for diabetes (Future dated medication 27 Jun 2023)
- Stopped 13 Dec 2022 Clinical grounds by Miss Neeta Lad
- (R) Metformin 500mg tablets - 56 tablet - 1 B.D for diabetes (Future dated medication 25 Jul 2023)
- Stopped 13 Dec 2022 Clinical grounds by Miss Neeta Lad
- (R) Metformin 500mg tablets - 56 tablet - 1 B.D for diabetes (Future dated medication 22 Aug 2023)
- Stopped 13 Dec 2022 Clinical grounds by Miss Neeta Lad
- (R) Metformin 500mg tablets - 56 tablet - 1 B.D for diabetes (Future dated medication 19 Sep 2023)
- Stopped 13 Dec 2022 Clinical grounds by Miss Neeta Lad

6. A task will be sent to confirm if the cancellation message has been accepted by the spine: This will show as:

- An '**Electronic Prescription Cancelled Successfully**' task indicates that the cancellation was accepted by the Spine.

The task will be updated and automatically marked as completed if the cancellation is accepted by Spine.

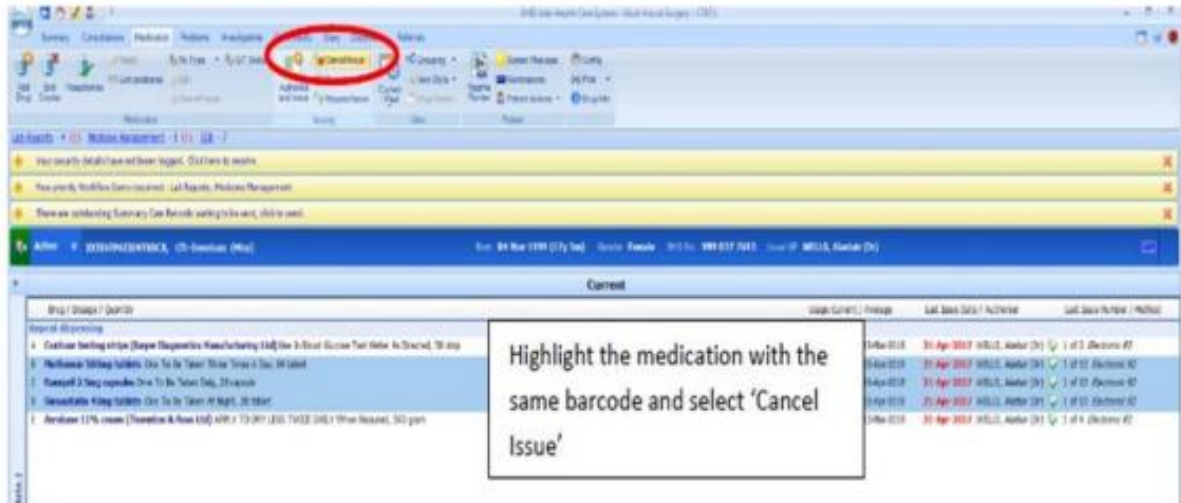
- An '**Electronic Prescription Cancellation Rejected**' task indicates that the cancellation was rejected by the spine.

Cancellations can be rejected for multiple reasons, e.g. the spine is unable to process the message due to missing/incorrect information or if the pharmacy has already downloaded issues. The task on the Task List screen will show details of the issues that have not been cancelled and the reason why.

**If cancellation tasks are rejected, the pharmacy must be contacted to ensure that the cancelled prescriptions have not been dispensed.**

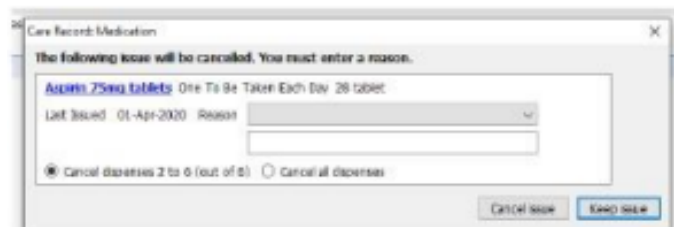
## The process for cancelling or amending eRD on EMIS:

Using the cancelling medication option:



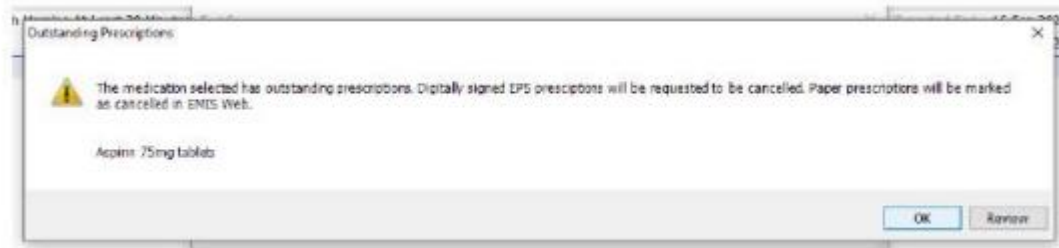
## Selecting the 'End Course' option:

If you need to stop a drug and switch it for another – Click 'End Course', which will prompt this box.



Here you can choose to leave the current issue and cancel all future issues. This would be the first box 'Cancel dispensers 2 to 6 (out of 6), or you can choose to cancel everything to stop eRD items immediately (Select 'Cancel all dispenses').

A warning prompt will appear to. Select ok to confirm cancellation of the prescriptions.



If a warning message appears stating 'Unable to cancel as already with dispenser' you must contact the patients nominated pharmacy and ask for the remaining eRD prescriptions to be returned to the spine to be cancelled.

You will then receive a task to confirm the prescription has been cancelled successfully or the message will ask the operator to contact the pharmacy if the script has been downloaded by the pharmacy. If this message appears you must again contact the patients nominated pharmacy so that the prescription can be returned to the spine for cancellation. If the prescription has been dispensed and issued, you will need to contact the patient. An amended eRD prescription can then be downloaded by the pharmacy.

### Resources:

- [eRD - Cancelling a prescription guide \(V2\) 07.2022.pdf \(nhsbsa.nhs.uk\)](#)
- NHS Hertfordshire and West Essex ICB – A guide for cancelling and amending eRD prescriptions for EMIS and SystemOne
- NHS Derby and Derbyshire ICB – eRD Training guide

Version	Date	Author	Status	Comment
1.0	Oct 2024	Medicines Optimisation – Repeat Prescribing & Support Team	Final	Supported by TAG Dec 2024