

Electronic Repeat Dispensing (eRD) – patient consent

Before a patient can be enrolled onto eRD they must give their explicit consent. This consent must include permission to allow for the sharing of information about their medicines between their GP surgery and the community pharmacy of their choice. In order for eRD to be successful this communication is vital. **Consent can be verbal or via the surgeries preferred patient access method.**

Information to be given to the patient when explaining the system and obtaining consent:

Explaining how eRD is an alternative way to receive medicines.

- The patient must be registered for EPS and have a nominated pharmacy
- The nominated pharmacy can be changed if the patient wishes to do so. This could include a temporary change, for example if the patient is on holiday and needs a supply of their regular medication.
- It should save time as they do not have to contact the GP practice to get a prescription each time their medicine runs out.
- Checks will be carried out at the pharmacy to improve patient safety. This will include:
 - Whether the patient has been in hospital or seen another healthcare professional since their last repeat was collected
 - Any side effects or problems with their medication or
 - If any new medication has been started, including OTC
 - If all the medication on the prescription is required
- How the eRD process works
- What happens at the end of the batch of prescriptions. It is important the patient understands they will need to visit the GP practice before they run out of the last batch of medication so a medication review can be completed, any necessary monitoring is performed and a new batch of eRD can be issued.
- The need to give consent for the pharmacy and GP practice to exchange information about their treatment
- Any information shared will be treated confidentially by both parties
- Patients will need to continue to declare their exemption or pay for their prescriptions as per normal process
- The number of prescriptions that will be issued. This may vary patient to patient depending on when monitoring or follow up is due.

Remind patients of the benefits of eRD:

- A simple process for patients as their prescriptions are sent to their pharmacy fewer times each year.
- Improved safety for patients as a result of regular pharmacy led consultations
- Improved care of patients as a result of greater collaboration between the practice and pharmacy
- Patient can collect repeat prescriptions directly from a pharmacy without visiting a GP or needing to request a new prescription from them
- Patients can make arrangements with the pharmacy so their prescription can be ready to collect when they visit. This means they will have less time to wait in the pharmacy.
- The service is reliable, secure and confidential
- If clinically appropriate, the next issue can be requested early or more than one prescription can be obtained, for example if the patient is going on holiday.

How should consent be obtained?

- Verbal consent can be taken during the initial discussion with the patient. **(See Appendix 1 – Flow chart for patient calls)**
- Consent must be coded in the clinical records. This will help the GP practice monitor patients using eRD.
- The following read codes should be used: **Follow Electronic Repeat Dispensing (eRD) – Adding a SNOMED Clinical Term** document on [Home - Knowledge NoW \(nwknowledgenow.nhs.uk\)](http://www.nwknowledgenow.nhs.uk)

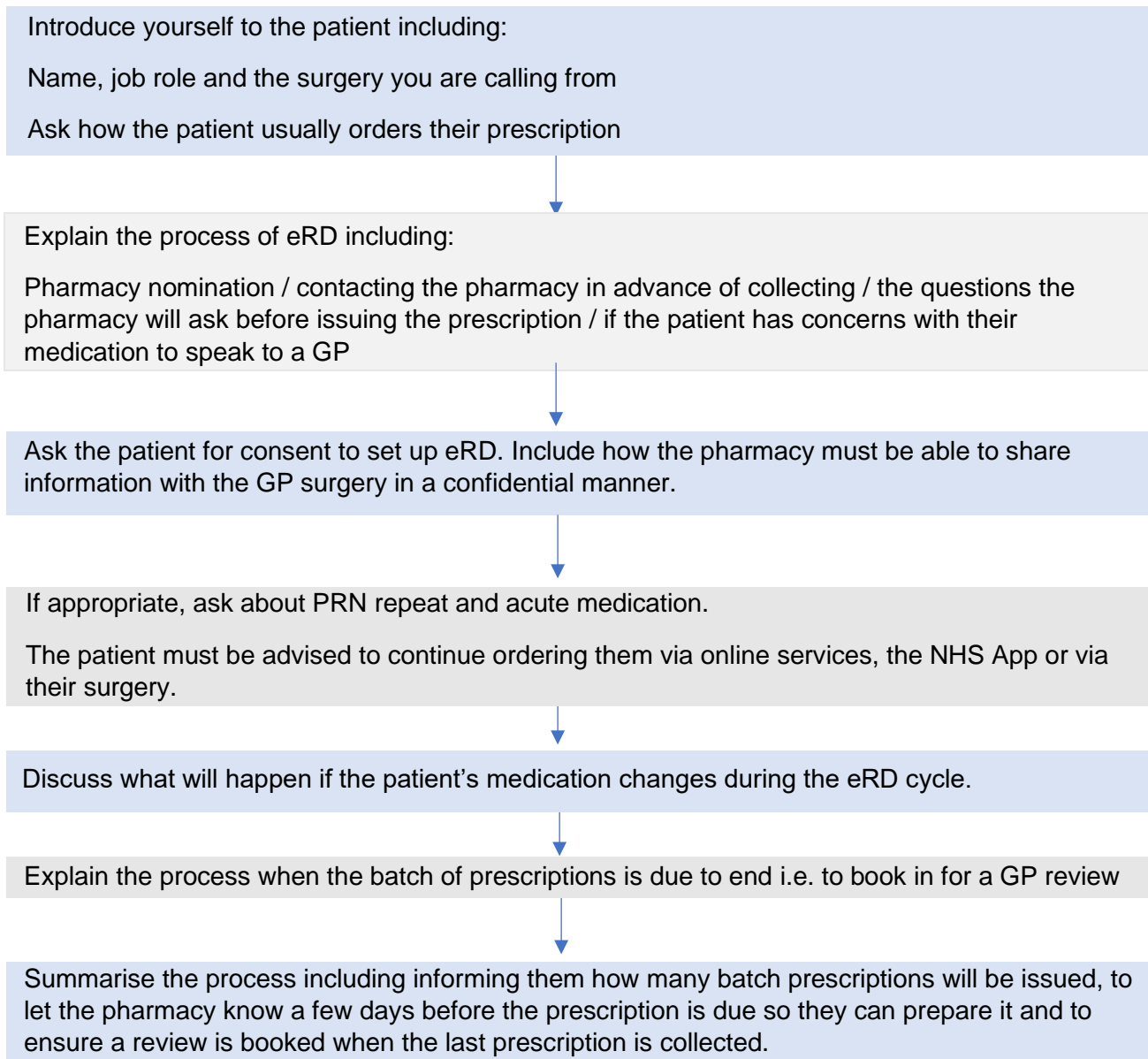
CTV3 Description	CTV3 Code	SNOMED CODE
Repeat Dispensing service offered	XaaTN	880351000000104
Repeat dispensing service declined	XaXoR	783871000000107
Patient consent given for repeat dispensing info transfer	XaKRX	416224003
Withdrawn from repeat dispensing system	XaKuV	198371000000101

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 Digital prescriber system specific prescriber eRD eLearning:** <https://learning.necsu.nhs.uk/nhs-digitalelectronic-repeat-dispensing-elearning/>

Appendix 1: Electronic Repeat Dispensing (eRD) – Flow chart for patient calls

To help 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.



Version	Date	Author	Status	Comment
2.0	Dec 2023	Updated by JC, 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
2.1	Oct 2024	Updated by Medicines Optimisation Repeat Prescribing & Support Team	Final	Information and links checked. NWCCG logo removed. Electronic Repeat Dispensing (eRD) – Flow chart for patient calls added as an appendix. Review date updated.