



Norfolk and Waveney

Electronic Repeat Dispensing (eRD)



Improving lives **together**

Norfolk and Waveney Integrated Care System

Contents

eRD Background



Benefits



Identifying patients for eRD



Initiating/reauthorising eRD



Cancelling eRD prescriptions

What is eRD?

- Dispensing prescriptions automatically
- GPs can issue up to 12 months' prescriptions at once
- Prescriptions are stored securely on the NHS spine and automatically downloaded to the patient's nominated pharmacy
- Enables the patient to collect their prescriptions each month from the community pharmacy without having to place an order each medication cycle.
- Two thirds of prescriptions issued in primary care are repeat prescriptions (80% of NHS medicine costs). Huge potential for eRD!

Benefits of eRD- patient, prescribers, GP practices, pharmacies

One digital signature

Puts the prescriber in control

Reduction in patient contacts at the practice

No need to regularly re-order medication

Reduced visits to pharmacy to collect medication

Can change nominated pharmacy any time

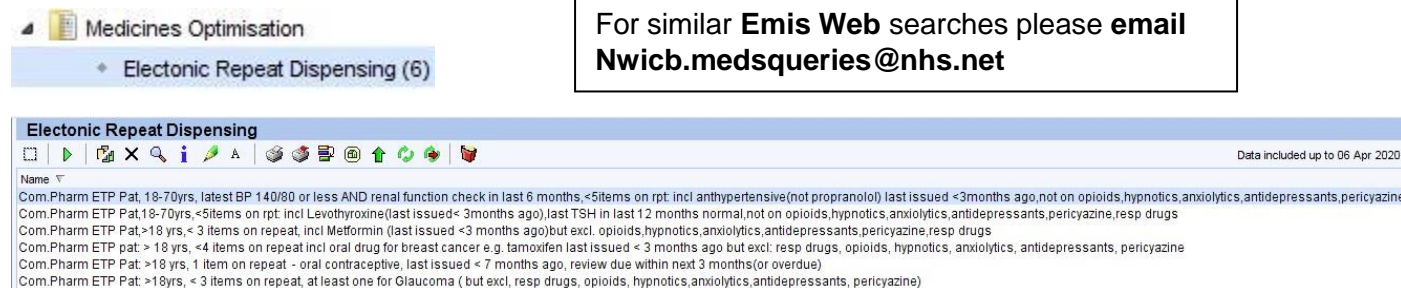
Pharmacy able to download prescription early if appropriate

Automated download of prescription allows for pharmacy to control their workload

Identifying suitable patients for eRD

- X 7 or 14 day prescriptions
- X Patients in care homes
- X When required medications
- X High risk drugs
- X Non ETP medications
- X Unlicensed medications
- X Patients with frequent changes to medication treatment regime (e.g. titrating doses etc)

- ▶ Suggested starting point: **Stable patients > 18 years old with less than 4 - 5 items on repeat**
- ▶ System1 searches are available to identify the least complicated patients, who may be suitable.



The screenshot shows a web interface for 'Medicines Optimisation' with a search filter for 'Electronic Repeat Dispensing (6)'. Below the search bar, there is a table of search results. A text box with a black border is overlaid on the right side of the screenshot, containing the text: 'For similar Emis Web searches please email Nwicb.medsqueries@nhs.net'.

Medicines Optimisation

Electronic Repeat Dispensing (6)

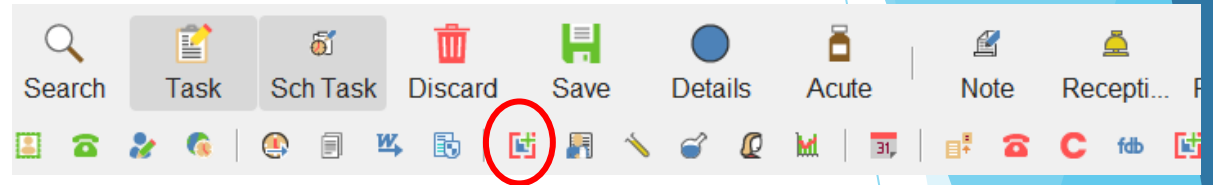
Electronic Repeat Dispensing

Data included up to 06 Apr 2020 1

Name
Com.Pharm ETP Pat, 18-70yrs, latest BP 140/80 or less AND renal function check in last 6 months, <5items on rpt: incl anhypertensive(not propranolol) last issued <3months ago, not on opioids, hypnotics, anxiolytics, antidepressants, pericyazine,
Com.Pharm ETP Pat, 18-70yrs, <5items on rpt: incl Levthyroxine(last issued< 3months ago), last TSH in last 12 months normal, not on opioids, hypnotics, anxiolytics, antidepressants, pericyazine, resp drugs
Com.Pharm ETP Pat, >18 yrs, < 3 items on repeat, incl Metformin (last issued <3 months ago) but excl. opioids, hypnotics, anxiolytics, antidepressants, pericyazine, resp drugs
Com.Pharm ETP pat: > 18 yrs, <4 items on repeat incl oral drug for breast cancer e.g. tamoxifen last issued < 3 months ago but excl: resp drugs, opioids, hypnotics, anxiolytics, antidepressants, pericyazine
Com.Pharm ETP Pat: >18 yrs, 1 item on repeat - oral contraceptive, last issued < 7 months ago, review due within next 3 months(or overdue)
Com.Pharm ETP Pat: >18yrs, < 3 items on repeat, at least one for Glaucoma (but excl, resp drugs, opioids, hypnotics, anxiolytics, antidepressants, pericyazine)

Initiating or reauthorising eRD

- ▶ Click on the Read Code browser and follow **Electronic Repeat Dispensing (eRD) - Adding a SNOMED Clinical Term document on Knowledge NoW.**



- Patient gives consent to eRD principles and has had eRD explained.
- First check when the medication is next due by looking at the ‘last issued’ date and the quantity or by using the ‘Expected next issue’ box.

A screenshot of the 'Repeat Templates' interface in a clinical software system. The interface is divided into a left sidebar and a main content area. The sidebar contains a navigation menu with categories like Patient Home, All Problems (1), Quick Glance, Summary & Family History, Hospital admission summary, New Journal, Tabbed Journal, Code Journal (16), Medication (1), Repeat Templates (7), Prescription Requests, Prescription History (8), Sensitivities & Allergies, Vaccinations (3), Communications & Letters, Record Attachments, Referrals, Pathology & Radiology, Numeric Results, SMS Messages, Online Services, Safeguarding, QoF Templates, EPaCCS, Bungay Medical Practice, QoF Timeline, QoF Alerts & Analysis, and Recalls (1). The main content area is titled 'Repeat Templates' and shows a list of medication templates. A yellow banner at the top of the main area says 'No medication review recorded. Record medication review Read code (XaF8d)'. The list includes:

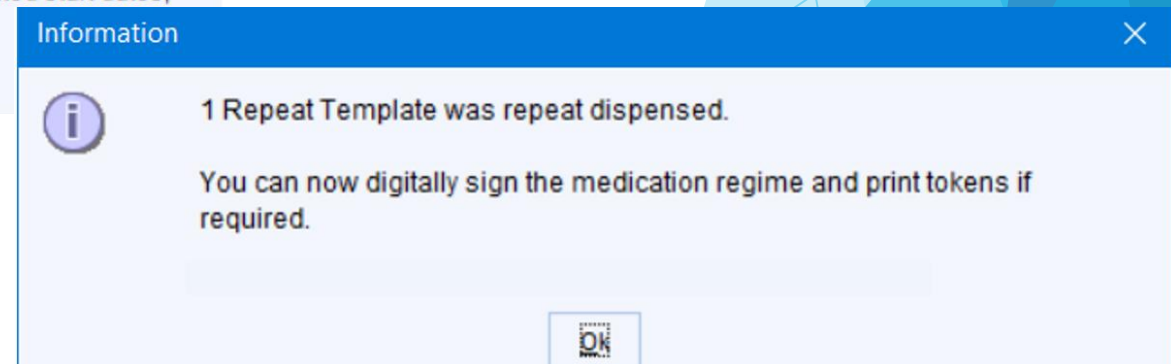
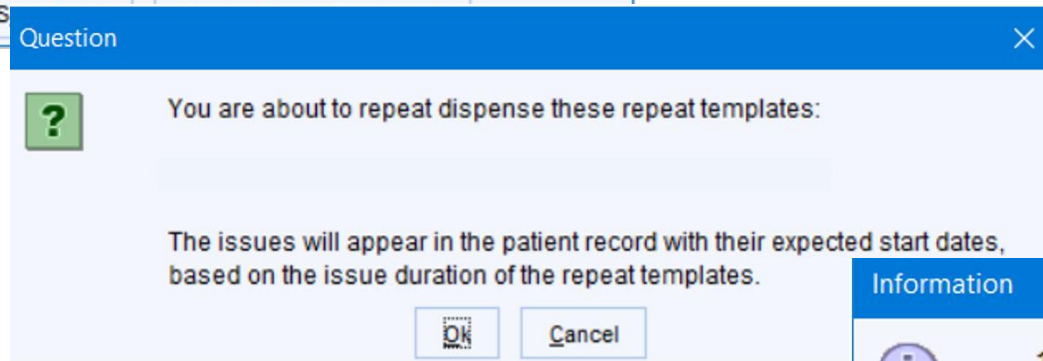
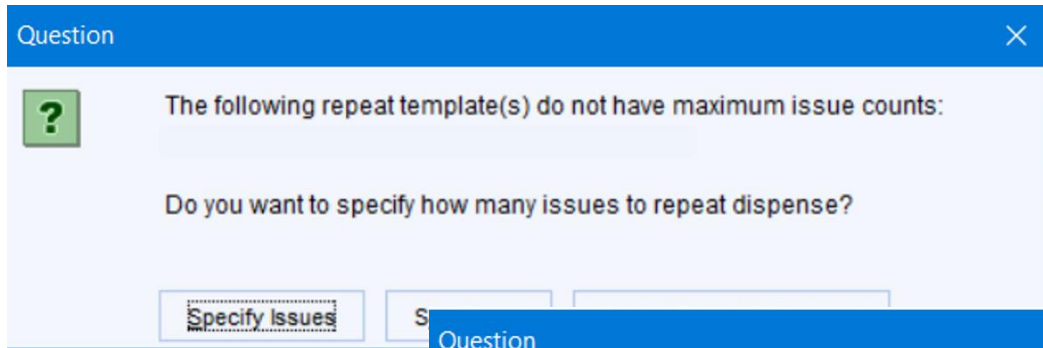
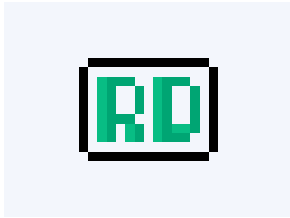
- 27 Mar 2018 Clenil Modulite 200micrograms/dose inhaler (Chiesi Ltd)
200 dose - inhale 1 dose twice daily
Additional Script Notes: stock pile - 30.01.2020
- 27 Mar 2018 Fentanyl 12micrograms/hour transdermal patches
5 patch - apply one every 72 hours
Requested by patient 30 Jan 2020
Refused by KAB. Reason - no longer requires
- 27 Mar 2018 Fexofenadine 120mg tablets
28 tablet - take one daily
Additional Script Notes: Reduction regime
- 27 Mar 2018 Glyceryl trinitrate 400micrograms/dose aerosol sublingual spray
180 dose - one puff as needed
- 27 Mar 2018 Lansoprazole 15mg gastro-resistant capsules
28 capsule - take one once daily
- 27 Mar 2018 Rivaroxaban 20mg tablets
28 tablet - take one once daily
- 27 Mar 2018 Salbutamol 100micrograms/dose inhaler CFC free
200 dose - inhale 2 puffs four times a day


At the bottom of the main area, there is a '7 Repeat templates' section with a 'Template Details' table:

Field	Value	Field	Value
Expected next issue	Tue 30 Jun 2020	Issue duration	28 Days
Medication started	Tue 27 Mar 2018	Days between issues	
This authorisation started	Tue 27 Mar 2018	Done by HENDERSON, Dixie (Miss) (Admin/Clinical Support Access Role)	
Administrative notes			


A green arrow points from the 'Expected next issue' field in the table to the 'Repeat Templates' section in the sidebar.

▶ Instant batch (starts straight away):



- ▶ In the patient record the repeat dispensed icon  will appear in the “flags” column.
















- ▶ Future dated batch (starts on a specific date).
- ▶ Select the medication(s) for eRD.
- ▶ Check to see if medication has been reauthorised.
- ▶ If not, select the re-authorisation button (green arrow ) from the tool bar or by right clicking on the medication.

Clinical | Administrative | Repeat Templates

View Current repeats

No medication review recorded. Record medication review Read code (XaF8d)

Authorised	Drug	Last Issued	Review	Issues	Flags
27 Mar 2018	Clenil Modulite 200micrograms/dose inhaler (Chiesi Ltd) 200 dose - inhale 1 dose twice daily Additional Script Notes: stock pile - 30.01.2020	Never	27 Mar 2019	0 (0)	 
27 Mar 2018	Fentanyl 12micrograms/hour transdermal patches 5 patch - apply one every 72 hours Requested by patient 30 Jan 2020 Refused by KAB. Reason - no longer requires	12 Apr 2018	27 Mar 2019	1 (1)	 
27 Mar 2018	Fexofenadine 120mg tablets 28 tablet - take one daily Additional Script Notes: Reducion regime	12 Apr 2018	27 Mar 2019	1 (1)	 
27 Mar 2018	Glyceryl trinitrate 400micrograms/dose aerosol sublingual spray 180 dose - one puff as needed	Never	27 Mar 2019	0 (0)	 
27 Mar 2018	Lansoprazole 15mg gastro-resistant capsules 28 capsule - take one once daily	02 Jun 2020	27 Mar 2019	1 (1)	 
27 Mar 2018	Rivroxaban 20mg tablets 28 tablet - take one daily	12 Apr 2018	27 Mar 2019	1 (1)	 
27 Mar 2018	Salbutamol 100micrograms/dose inhaler CFC free 200 dose - inhale two puffs four times a day	Never		0 / 6 (0)	

7 Repeat templates

Template Details

Expected next issue Tue 30 Jun 2020 Issue duration 28 Days Days between issues

Medication started Tue 27 Mar 2018

This authorisation started Tue 27 Mar 2018 Done by HENDERSON, Dixie (Miss) (Admin/Clinical Support Access Role) on Tue 27 Mar 2018

Administrative notes

- ▶ Amend the medication start date as appropriate.
- ▶ Quantity total and issue duration should be 28 days medication (or can be 56).
- ▶ Amend the medication review date / number of issues as appropriate.
- ▶ The maximum issues should bring the patient to their next medication review. e.g. the medication review is due in 12 months = 13 issues are allowed **13 issues x 4 weeks = 52 weeks (1 year)**.
- ▶ If a practice issues 56 day's supply issue a maximum of 6 issues x 56 days.
- ▶ Untick the patient can initiate issues box.
- ▶ Complete this for each item to be included on the eRD template.

Restart / Reauthorise Repeat Template

Other Details... Exact date & time Thu 26 Mar 2020 07:37

Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button [Hide Warning](#)

Medication start: Thu 26 Mar 2020

Drug prescribed: Aspirin 75mg gastro-resistant tablets

Script type: NHS Issue Private Issue Instalment Dispensed Issue

Dose: take one daily

Total quantity: Number 28 tablets = 28 tablet

Issue duration: 28 Days

Use maximum issues 13

Patient can initiate issues Irregularly issued template Repeat template can be reauthorised

Link to Read code(s): No linked Read codes

Record that a medication review has been performed

Patient-Specific Warnings

Sensitivities (not checked):

- Adverse reaction to tetanus vaccine
- Penicillin allergy

Contraindications:

- Migraine with aura: Cerebrovascular haemorrhage

Precautions:

- Allergic disposition: Conditions where bleeding would be hazardous: Surgery

Ok Cancel

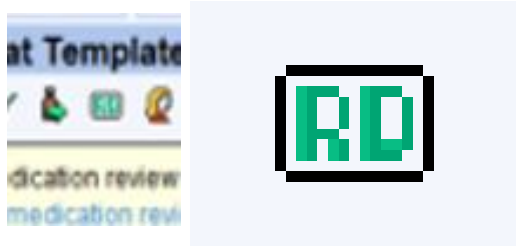
Change the date if you don't want first issue to go immediately

Changing the prescription start date continued

- ▶ If a patient already has a medicine on eRD and you are adding a new medicine, check when the next issue of the existing eRD prescription is due and generate a one-off prescription to cover the quantity required until the date of the next issue of the original eRD.
- ▶ Create a new eRD prescription to start at the same time as the next issue of the existing eRD prescription with enough issues so that all prescriptions end at the same time. If necessary, you can generate a single acute prescription to synchronise the patient's medication.
- ▶ Your repeat template should look like this in System One:

Authorised	Drug	Last Issued	Review	Issues	Flags
20 Nov 2019	Aspirin 75mg dispersible tablets 28 tablet - take one daily	10 Jul 2019, Issue from previous template, Reauthorised		0 / 13 (5)	📄 🗑️
20 Nov 2019	Ramipril 5mg capsules 28 capsule - take one daily	29 May 2019, Amended, Issue from previous template and Reauthorised		0 / 13 (2)	📄 🗑️
20 Nov 2019	Simvastatin 10mg tablets 56 tablet - Take TWO tablets at night	23 May 2019, Issue from previous template, Reauthorised		0 / 13 (4)	📄 🗑️
20 Nov 2019	Ventolin 100micrograms/dose Evohaler (GlaxoSmithKline UK Ltd) 200 dose - inhale 2 doses as needed	Never	20 Nov 2020	0 (0)	📄 🗑️

Future dated - once reauthorized and a start date has been selected, remember to create a batch!



Question

The following repeat template(s) do not have maximum issue counts:

Do you want to specify how many issues to repeat dispense?

Specify Issues Skip These

Question

You are about to repeat dispense these repeat templates:

The issues will appear in the patient record with their expected based on the issue duration of the repeat templates.

OK Cancel

Information

1 Repeat Template was repeat dispensed.

You can now digitally sign the medication regime and print tokens if required.

OK

- ▶ Remember to check start dates are the same. If not cancel and review your start dates.
- ▶ Save the eRD.
- ▶ Print issues screen: nominated dispenser is **ticked**. Print tokens box is **unticked**.

Print Issues

Counterfoil options: Print all repeats if a repeat was issued

If there are no repeats to print, leave the counterfoil blank

Print details of next appointment (this ignores appointments today)

Print medication review reminder

Print recalls due in the next month

Authoriser: Dr Johanne Adly

ETP options: Routine Immediate

Nominate dispenser Community pharmacy (Boots, 76a London Road North, Lowestoft, ...)

Print tokens (optional for electronically signed scripts with a nominated dispenser) Set Default

Recurring patient counterfoil message: DATE* Please ask patient to book medication review with their practice so eRD can be reauthorised when penultimate batch is dispensed.

Presets Clear

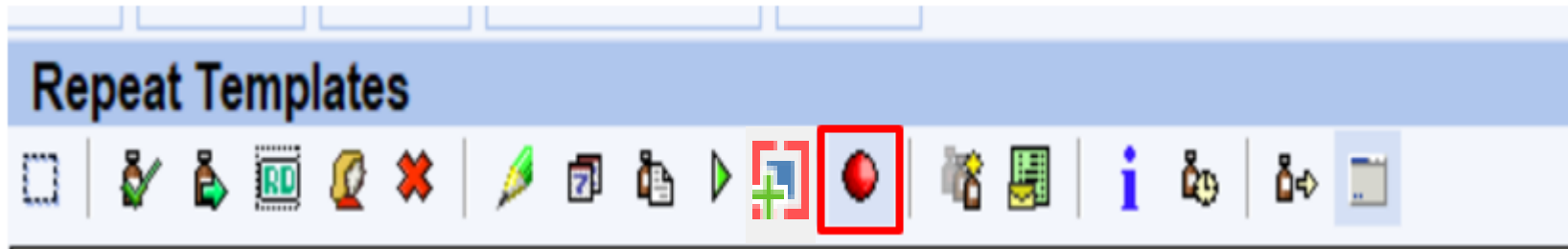
- ▶ Good practice to inform the patient's community pharmacy via your preferred method. Can use one-off counterfoil message.

Cancelling eRD prescriptions

- ▶ You must have been granted the 'Perform ETP Cancellations' access right by a System Administrator to cancel ETP issues.
- ▶ Individual items cannot be amended.
- ▶ eRD allows cancellation of an individual item or the whole prescription, replacing with a new eRD. If cancelling a whole prescription, follow your steps for cancelling an EPS prescription in System One.
- ▶ If a patient leaves the practice, any outstanding eRDs should be cancelled by the practice.
- ▶ If the Personal Demographics Service (PDS) is notified of a death the Spine will automatically cancel outstanding prescriptions.
- ▶ When a prescriber moves practice, any of their outstanding eRD prescriptions from the original practice will still be charged back to the lead partner of the original practice. There is, therefore, no need to cancel as the costs will not be incorrectly attributed the new practice.

Cancelling a single item

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



!!!It is important to remember that if you cancel a medication from the Repeat Templates screen, it removes the medication from the repeat list.

(Before cancelling copy the old template using 'New Repeat Based on this' so it is there to amend and re-issue without having to add a NEW repeat Template and start from scratch. The edited version will show next to the original repeat template. It will not have been issued yet).

- ▶ Select an 'End reason' for ending the eRD prescription and add notes in the comments box as appropriate.

The screenshot displays a software interface for managing medication repeat templates. A dialog box titled "End Repeat Template: Metformin 500mg tablets" is open, allowing the user to select an end reason and add comments. The background shows a table of medication records.

End Repeat Template: Metformin 500mg tablets

End reason

- At the Patient's request
- At the Pharmacist's request
- Change to medication treatment regime
- Clinical contra-indication
- Clinical grounds
- Prescribing error

Comments

Save as Default

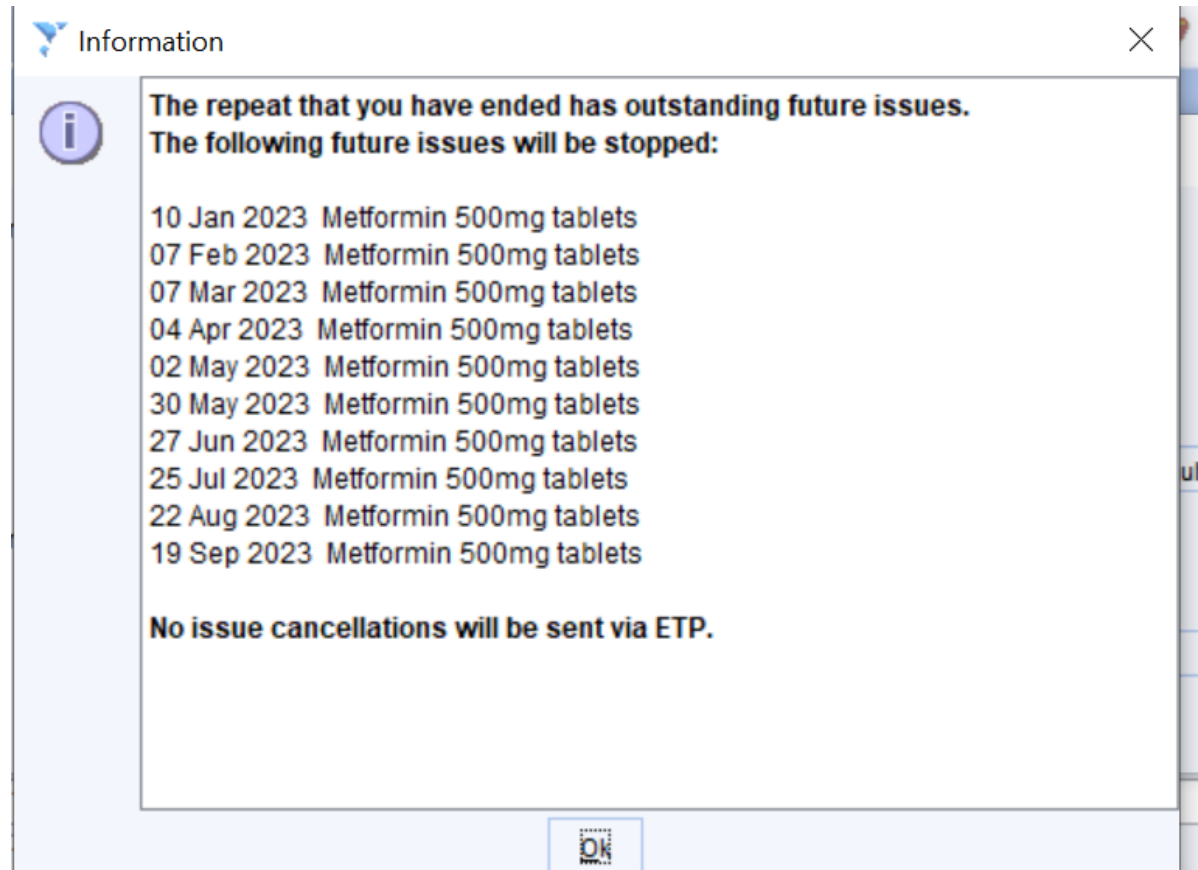
Presets

Ok Cancel

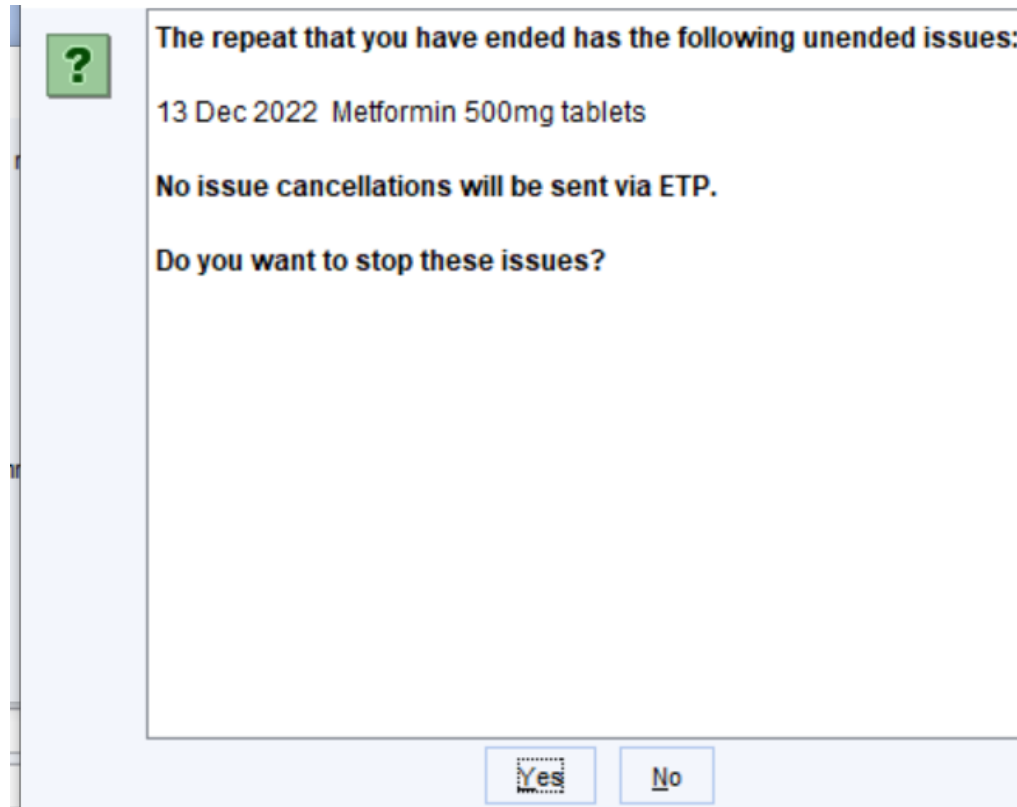
Expected next issue: Tue 17 Oct 2023
Issue duration: 28 Days
Days between issues: 28, 28, 28, 28, 28
Medication started: Thu 07 Apr 2016

Authorised	Drug	Weight	Issued	Review	Issues
5 Dec 2020	Methotrexate	4 tablet - take			0 / 12 (0)
5 Dec 2020	Metformin 500mg	56 tablet - 1	Sep 2023		12 / 12 (15)
5 Oct 2021	Hydroxocobalamin	5 ampoule -	er		0 / 15 (0)
5 Nov 2013	HUMULIN R		Jan 2014	15 Mar 2014	2 / 6 (4)

- ▶ An information box will appear showing the prescriptions cancelled.
- ▶ It will only show prescriptions on the Spine that have not been downloaded.
- ▶ Select 'OK'.



- ▶ A question box will appear for each medicine cancelled.
- ▶ Select 'Yes'.



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 see the cancelled prescriptions in the Journal:

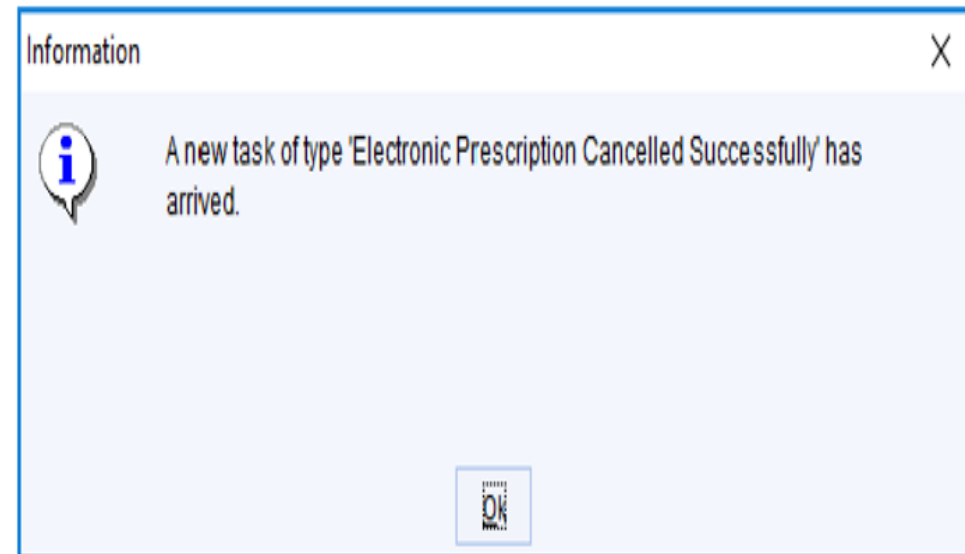
New Journal [Close]

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.

[Icons] Custom Filter [Filtering Icons] [Save/Close/Refresh Icons] Search [X]

MOL	Description
	(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

- ▶ Another task is sent to confirm if the cancellation message has been accepted by the 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 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.
- ▶ 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.



Final note

- ▶ **If cancellation tasks are rejected, the pharmacy must be contacted to ensure that the cancelled prescription is not dispensed.**
- ▶ **It is good practice to communicate with the patient's nominated pharmacy about any changes made to eRD prescriptions.**

Knowledge NoW eRD SOPs



Please note full step by step guidance for eRD can be found on Knowledge NoW:

- ▶ Electronic Repeat Dispensing (eRD) Guide
- ▶ Electronic Repeat Dispensing (eRD) SNOMED
- ▶ Electronic Repeat Dispensing (eRD) Searches, Suitable Patients and General Advice
- ▶ Electronic Repeat Dispensing (eRD) Setting Up and Pharmacy Checklist
- ▶ Electronic Repeat Dispensing (eRD) Consent
- ▶ Electronic Repeat Dispensing (eRD) Cancelling an eRD Prescription
- ▶ Visit via: nwknowledgenow.nhs.uk and search eRD

The screenshot shows a search bar with the text 'erd' and a 'Submit' button. Below the search bar, there are three search results, each with a PDF icon and a breadcrumb trail: 'Practice Support / Electronic Repeat Dispensing'. The results are:

- Electronic Repeat Dispensing (eRD) Guide
- Electronic Repeat Dispensing (eRD) – Summary
- Electronic Repeat Dispensing (eRD) – Setting up an eRD

On the left side of the search results, there is a blue box with the text 'Search results' and '9 results for 'erd''.

Resources

- NHS Derby and Derbyshire ICB eRD training slides
- NHS Hertfordshire and West Essex- a guide for cancelling and amending prescriptions Electronic Repeat Dispensing (eRD)
- NHSBSA eRD resources for GP practices <https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/prescribing-and-dispensing/electronic/erd-resources#jumplink1>
- NHS Digital, in partnership with the North of England Commissioning Support Unit (NECSU) has produced an eRD [e-learning programme for prescribers](#).
- [NHS England » Electronic repeat dispensing \(eRD\)](#)
- [Electronic repeat dispensing for prescribers - NHS Digital](#)