



Improving lives **together**

Norfolk and Waveney Integrated Care System

eRD

Electronic Repeat Dispensing

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Medicines Optimisation Support Assistant

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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

- Benefits for the patient, prescribers, GP practices and community 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

- ✗ 7 or 14 day prescriptions
 - ✗ Patients in care homes
 - ✗ When required medications
 - ✗ High risk drugs
 - ✗ Non ETP medications
 - ✗ Unlicensed medications
 - ✗ Patients with frequent changes to medication treatment regime (eg titrating doses etc)
- Suggested starting point: **Stable patients > 18 years old with less than 4 - 5 items** on repeat
 - Systm1 searches are available to identify the least complicated patients, who may be suitable.

Medicines Optimisation
♦ Electronic Repeat Dispensing (6)

For similar **Emis Web** searches please email
nwicb.medsqueries@nhs.net

Electronic Repeat Dispensing

Name

Com.Pharm ETP Pat: 18-70yrs, latest BP 140/90 or less AND renal function check in last 6 months, <5 items on rpt: incl antihypertensive(not propranolol) last issued <3 months ago, not on opioids, hypnotics, anxiolytics, antidepressants, pericyazine, Com.Pharm ETP Pat: 18-70yrs, <5 items on rpt: incl Levodopa (last issued < 3 months 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

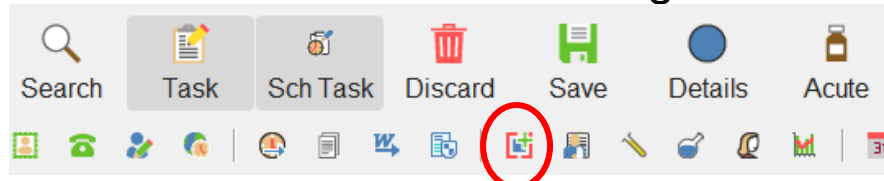
Com.Pharm ETP Pat: >18 yrs, 1 item on repeat - oral contraceptive, last issued < 7 months ago, review due within next 3 months (or overdue)

Com.Pharm ETP Pat: >18yrs, < 3 items on repeat, at least one for Glaucoma (but excl. resp drugs, opioids, hypnotics, anxiolytics, antidepressants, pericyazine)

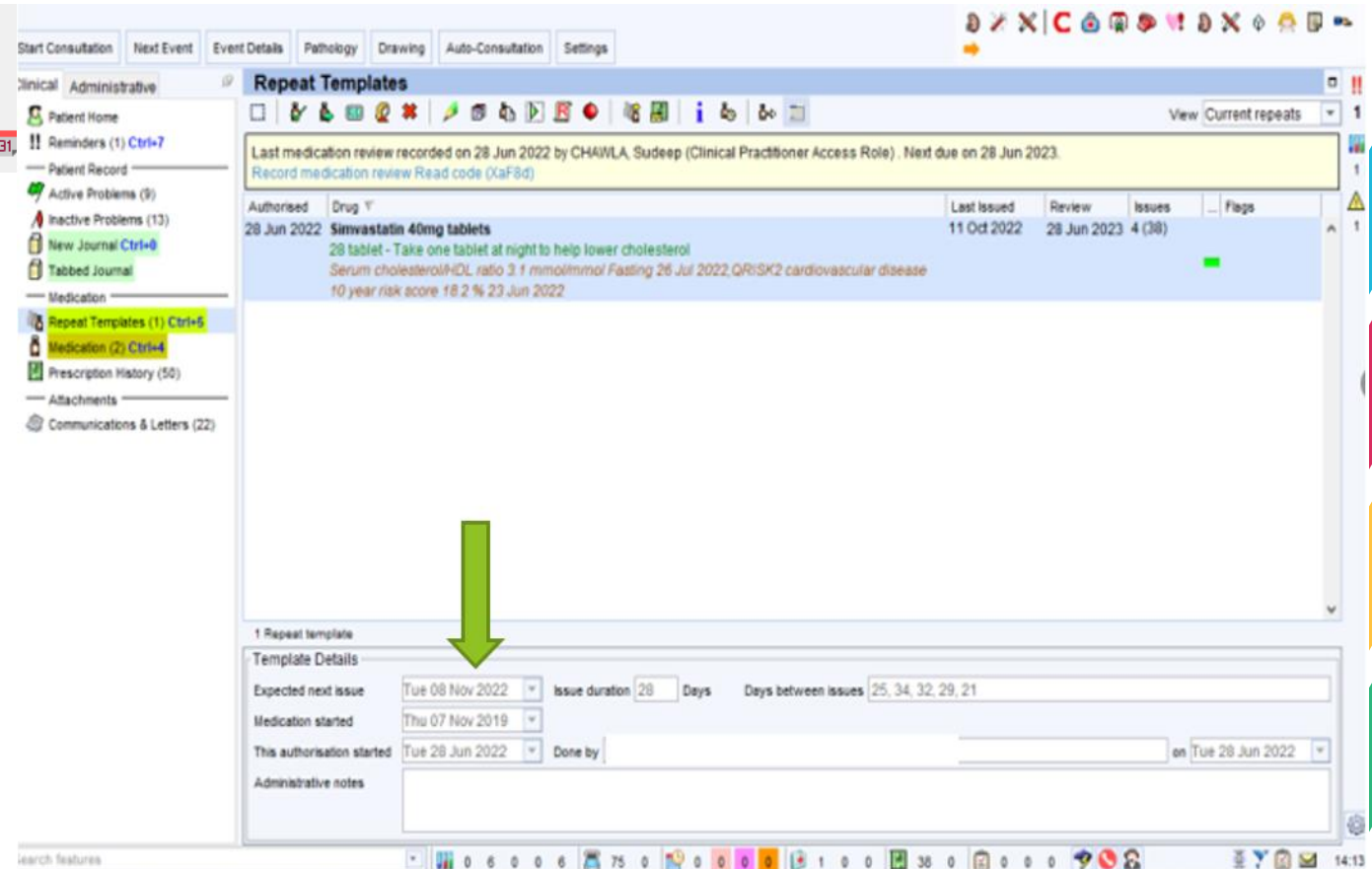
Data included up to 06 Apr 2020 1

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.

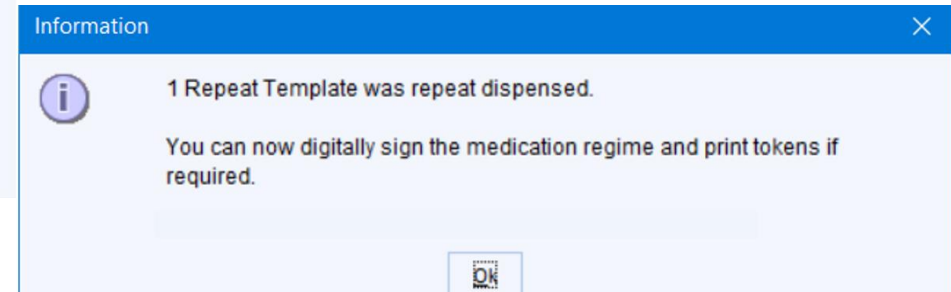
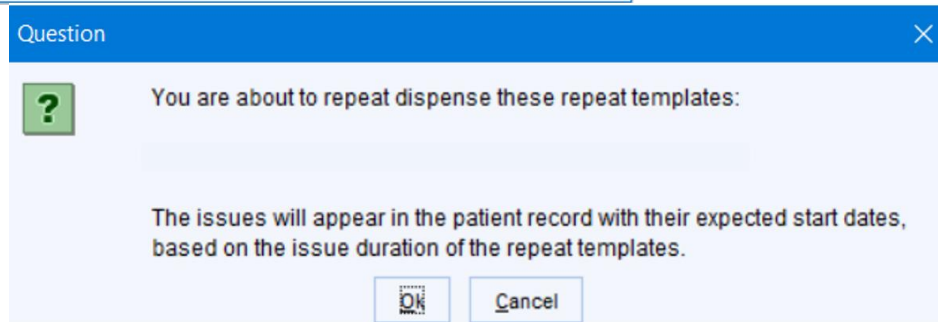
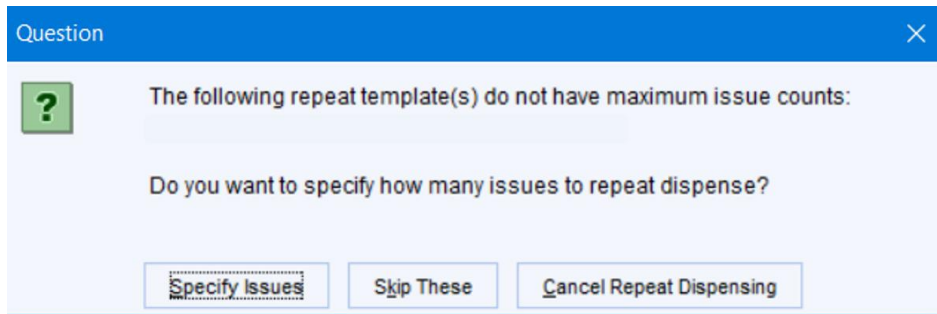
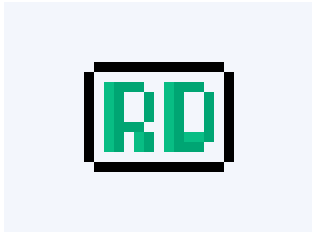


- Patient gives consent to eRD principles and has had eRD explained.
- First check when the medication is next due by looking at the 'last issued' date and the quantity or by using the 'Expected next issue' box.



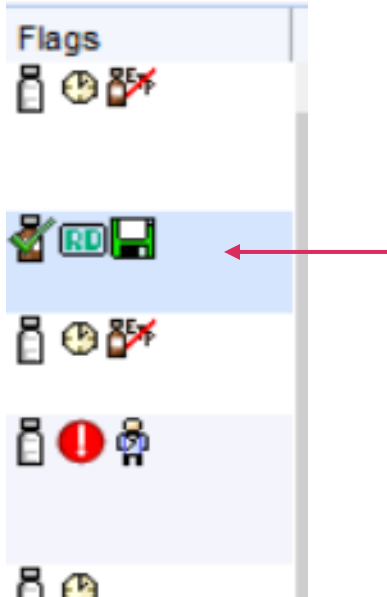
Initiating or reauthorising eRD

- Instant batch (starts straight away):




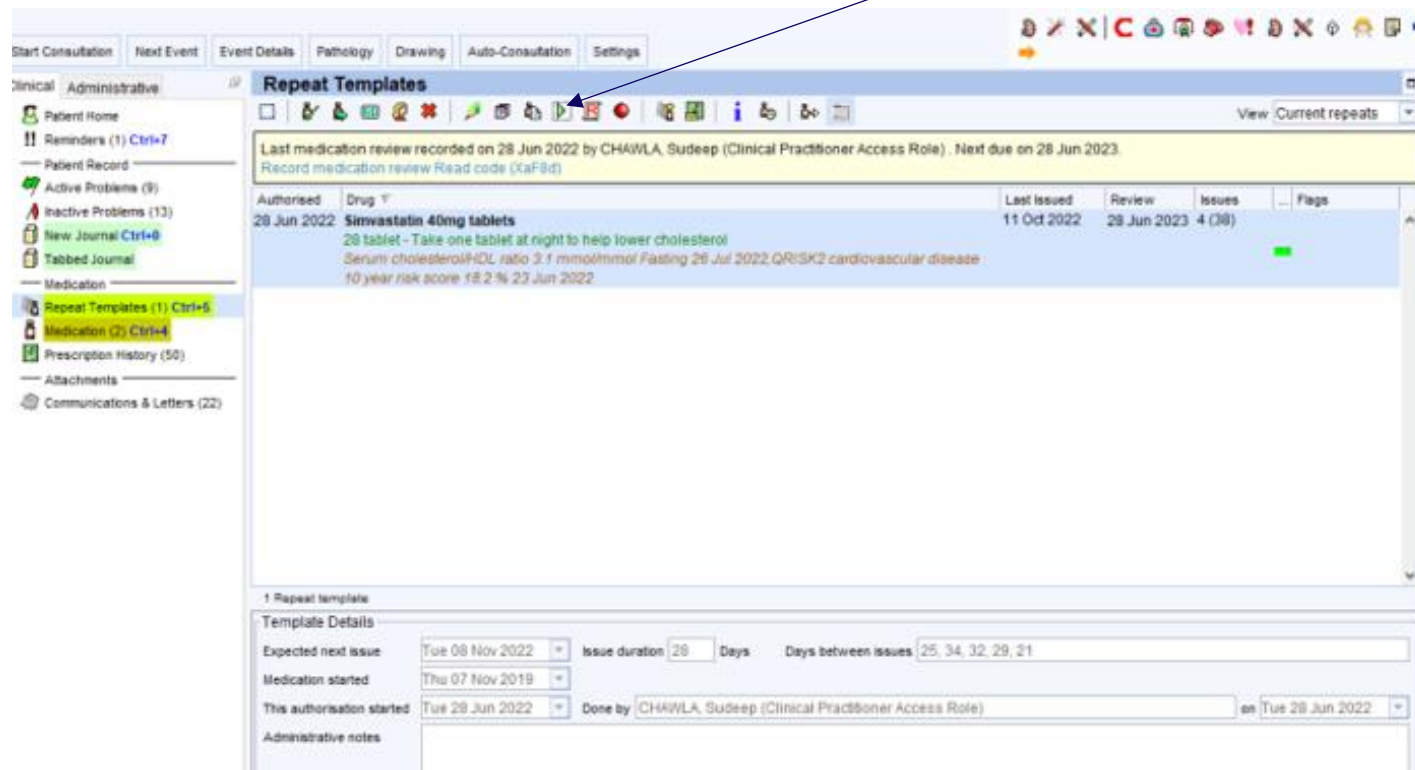
Initiating or reauthorising eRD

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



Initiating or reauthorising eRD

- **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.



The screenshot displays the 'Repeat Templates' window in a medical software application. The left sidebar shows a navigation menu with options like 'Patient Home', 'Reminders', 'Patient Record', 'Active Problems', 'Inactive Problems', 'New Journal', 'Tabbed Journal', 'Medication', 'Repeat Templates', 'Medication', 'Prescription History', 'Attachments', and 'Communications & Letters'. The main area shows a table of repeat medications. The first entry is 'Simvastatin 40mg tablets' with a last issued date of '11 Oct 2022' and a review date of '28 Jun 2023'. A green arrow icon in the toolbar points to the re-authorisation button.

Authorised	Drug	Last Issued	Review	Issues	Flags
28 Jun 2022	Simvastatin 40mg tablets 28 tablet - Take one tablet at night to help lower cholesterol Serum cholesterol/HDL ratio 3.1 mmol/mmol Fasting 28 Jul 2022 QRISK2 cardiovascular disease 10 year risk score 18.2 % 23 Jun 2022	11 Oct 2022	28 Jun 2023	4 (38)	

1 Repeat template

Template Details

Expected next issue: Tue 08 Nov 2022
Issue duration: 28 Days
Days between issues: 25, 34, 32, 29, 21

Medication started: Thu 07 Nov 2019

This authorisation started: Tue 28 Jun 2022
Done by: CHAWLA, Sudeep (Clinical Practitioner Access Role)
on: Tue 28 Jun 2022

Administrative notes

Initiating or reauthorising eRD

- 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.

The screenshot shows the 'Restart / Reauthorise Repeat Template' form. Key fields and annotations include:

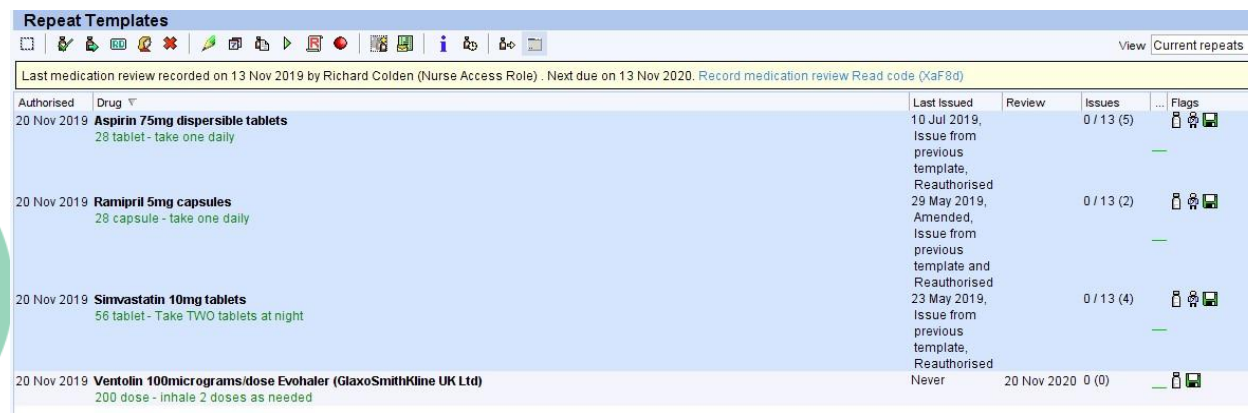
- Medication start:** A dropdown menu showing 'Thu 26 Mar 2020'. A blue arrow points to it with a text box that says: 'Change the date if you don't want first issue to go immediately'.
- Drug prescribed:** 'Aspirin 75mg gastro-resistant tablets'.
- Script type:** 'NHS Issue' (selected), 'Private Issue', 'Instalment Dispensed Issue'.
- Dose:** 'take one daily'.
- Total quantity:** 'Number 28 tablets = 28 tablet'. The 'Number' radio button and the '28' value are circled in red.
- Issue duration:** '28 Days'. The '28' value is circled in red.
- Use maximum issues:** '13'. The '13' value is circled in red.
- Use review date:** 'Use review date' (unchecked).
- Use maximum issues:** 'Use maximum issues' (checked).
- Synchronise all maximum issue counts:** 'Synchronise all maximum issue counts' (unchecked).
- Patient can initiate issues:** 'Patient can initiate issues' (unchecked).
- Irregularly issued template:** 'Irregularly issued template' (unchecked).
- Repeat template can be reauthorised:** 'Repeat template can be reauthorised' (checked).
- Link to Read code(s):** 'No linked Read codes'.
- Record that a medication review has been performed:** 'Record that a medication review has been performed' (unchecked).
- 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'.

Buttons at the bottom: 'Ok', 'Cancel'.

Initiating or reauthorising eRD

Changing the prescription start date continued

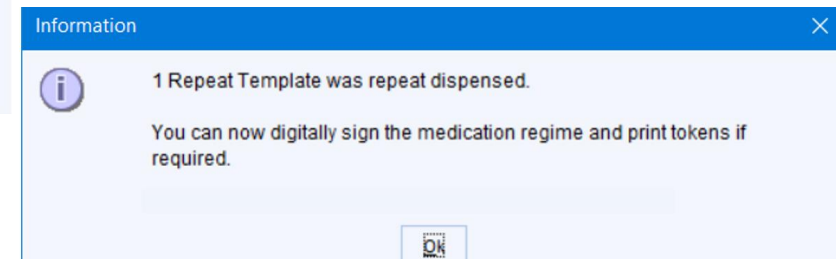
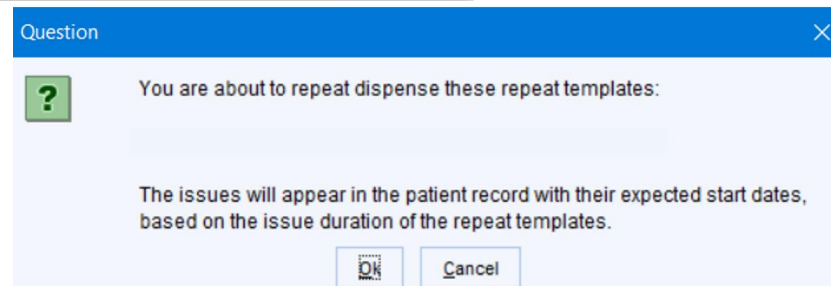
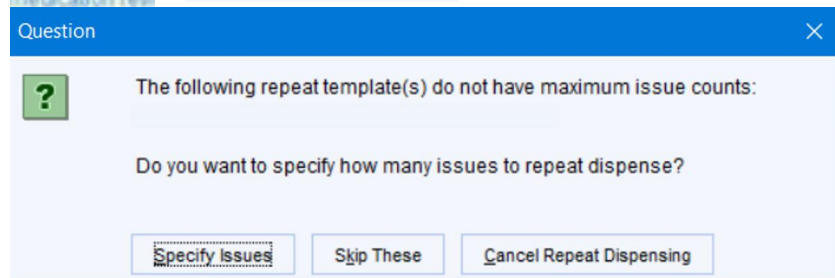
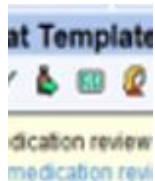
- If a patient already has a medicine on eRD and you are adding a new medicine, check when the next issue of the existing eRD prescription is due and generate a one-off prescription to cover the quantity required until the date of the next issue of the original eRD.
- Create a new eRD prescription to 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,	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)	—	📄 📱 🖨

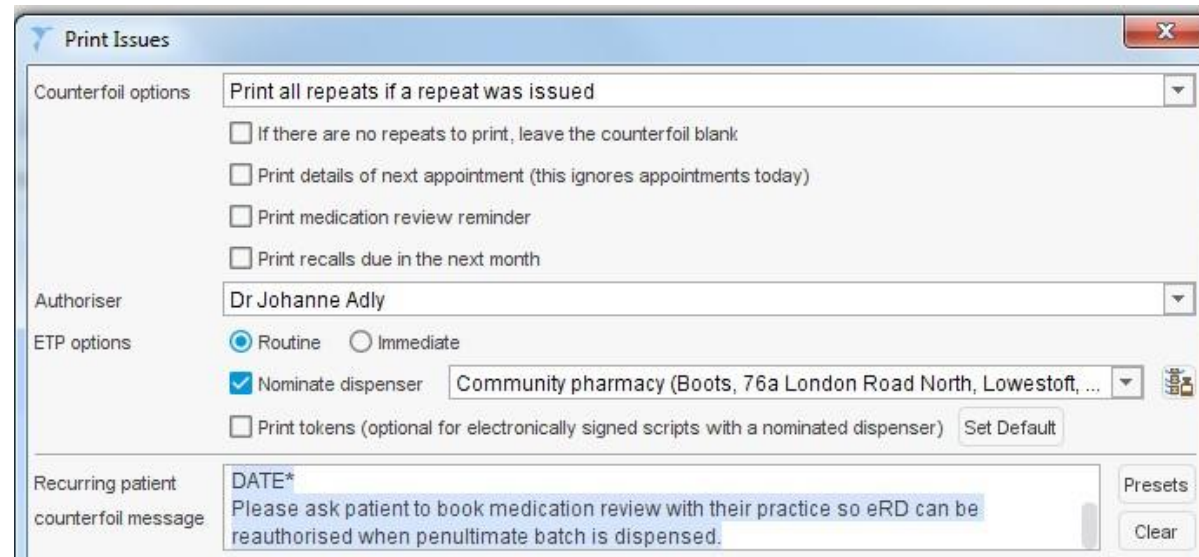
Initiating or reauthorising eRD

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



Initiating or reauthorising eRD

- 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**.



The screenshot shows a window titled "Print Issues" with the following sections:

- Counterfoil options:** A dropdown menu set to "Print all repeats if a repeat was issued". Below it are four unchecked checkboxes:
 - ☐ 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:** A dropdown menu set to "Dr Johanne Adly".
- ETP options:** Two radio buttons, "Routine" (selected) and "Immediate". Below them is a checked checkbox for "Nominate dispenser" with a dropdown menu showing "Community pharmacy (Boots, 76a London Road North, Lowestoft, ...)". Below that is an unchecked checkbox for "Print tokens (optional for electronically signed scripts with a nominated dispenser)" and a "Set Default" button.
- Recurring patient counterfoil message:** A text area containing "DATE*" and "Please ask patient to book medication review with their practice so eRD can be reauthorised when penultimate batch is dispensed." To the right of the text area are "Presets" and "Clear" buttons.

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

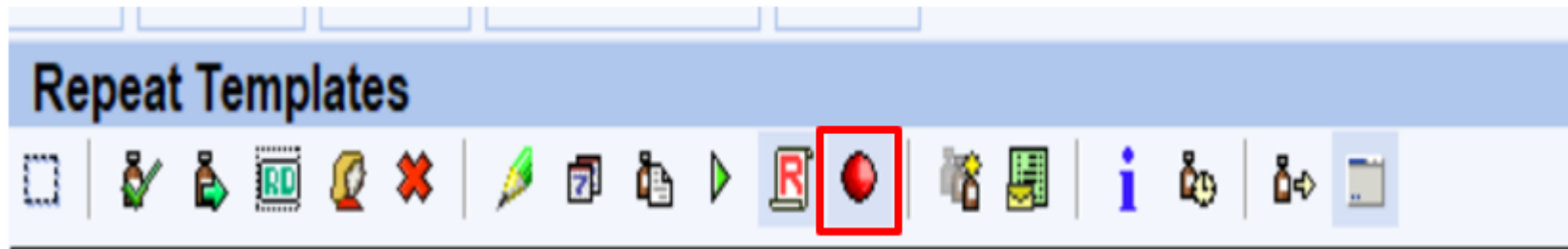
Cancelling eRD prescriptions

- 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.

Cancelling eRD prescriptions

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

Repeat Templates

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

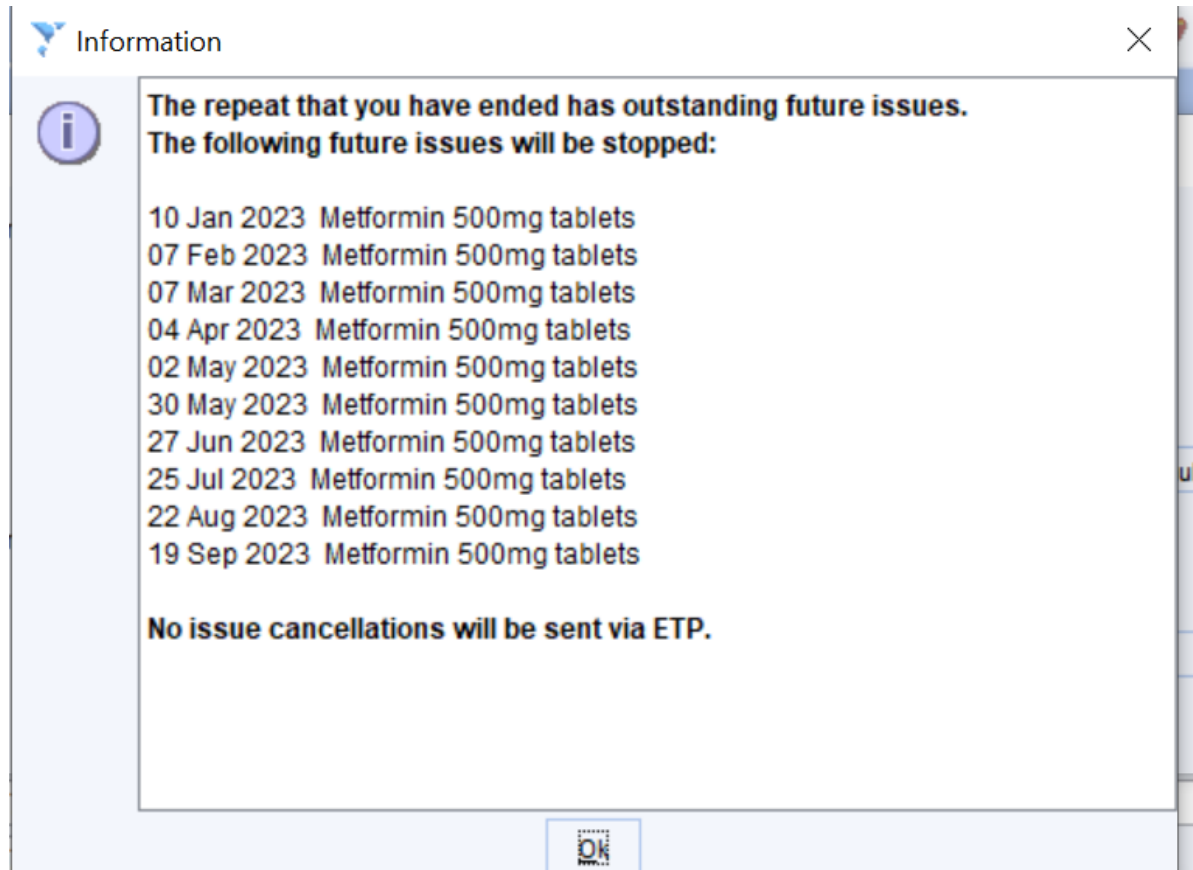
Days between issues: 28, 28, 28, 28, 28

Medication started: Thu 07 Apr 2016

Authorised	Drug	Weight	Date	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 - 1	er	0 / 15 (0)
5 Nov 2013	HUMULIN R		Jan 2014 15 May 2014	2 / 6 (4)

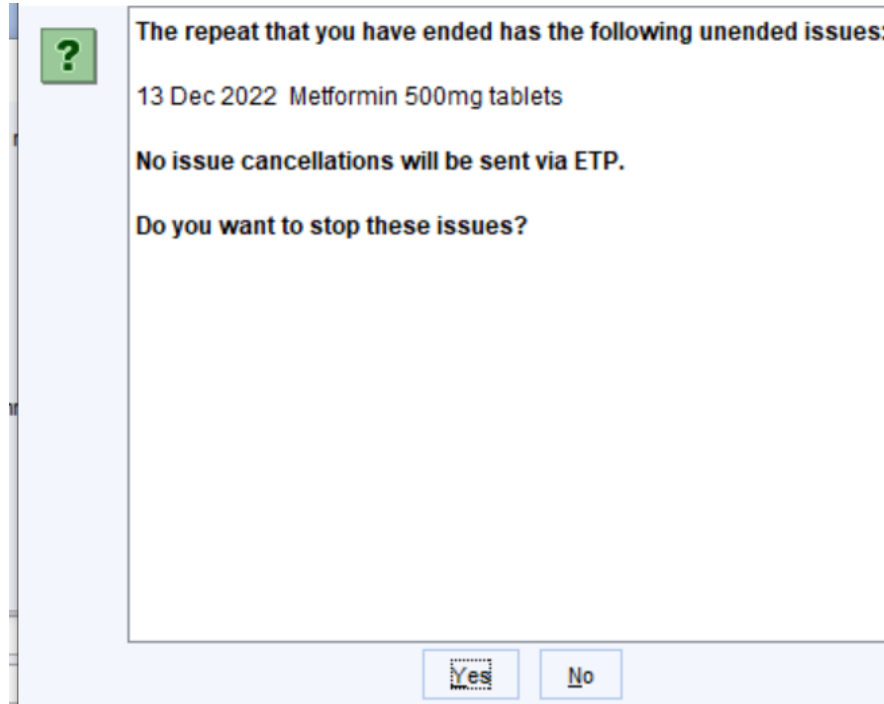
Cancelling eRD prescriptions

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



Cancelling eRD prescriptions

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



The screenshot shows a software dialog box with a light blue border. On the left side, there is a vertical bar containing a green square icon with a white question mark. The main area of the dialog box contains the following text: "The repeat that you have ended has the following unended issues:" followed by "13 Dec 2022 Metformin 500mg tablets". Below this, it states "No issue cancellations will be sent via ETP." and then asks "Do you want to stop these issues?". At the bottom right of the dialog box, there are two buttons: "Yes" and "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.

Cancelling eRD prescriptions

- You can see the cancelled prescriptions in the 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.

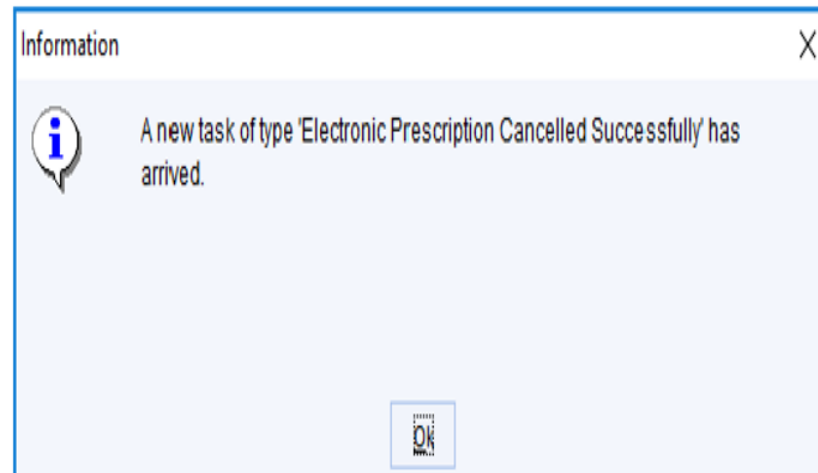
Custom Filter [v] [Filter Icons] [Edit Icon] [Save Icon] [Delete Icon] [Add Icon] Search [v] X

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

Cancelling eRD prescriptions

- 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.



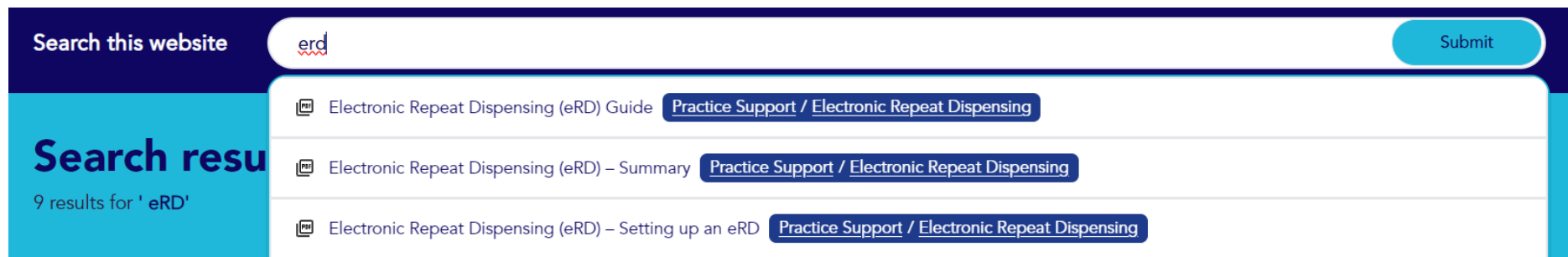
Final note

- 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.
- For support with eRD, or if you would like to book 1-1 eRD training for your practice staff, please contact the NWICB Repeat Prescribing and Support team:
nwicb.repeatprescribing@nhs.net

Knowledge NoW eRD SOPs

Please note full step by step guidance for eRD is 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
- Visit via: nwknowledge.nhs.uk and search **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](#)