**Resources for Electronic Repeat Dispensing**

**March 2020**

## Coronavirus support - eRD

Recent guidance from NHS England asks General Practice to consider putting all suitable patients on electronic repeat dispensing ('eRD') for when their next repeat prescriptions are due, as part of the preparedness for Coronavirus.
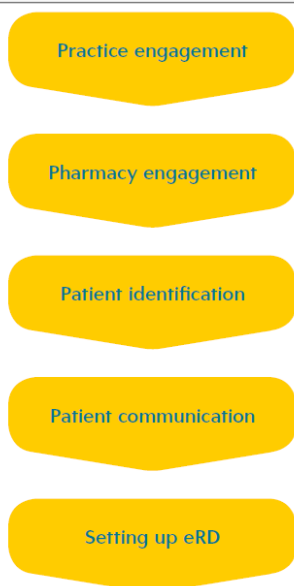
## Quick overview of eRD

eRD is an integral part of the Electronic Prescribing System which is operated by NHS Digital. The Electronic Prescription Service (EPS) sends electronic prescriptions from GP surgeries to pharmacies. EPS allows prescribers to send prescriptions electronically to a dispenser (such as a pharmacy) of the patient's choice. This makes the prescribing and dispensing process more efficient and convenient for patients and staff.[1]

## How could it help at this time?

eRD allows the prescriber to authorise and issue a batch of repeatable prescriptions for up to 12 months with just one digital signature. Patients are required to give their consent for repeat dispensing. This can be verbal and formal written consent is not required. [1]

## Suggested process and useful resources

Practice engagement

Pharmacy engagement

Patient identification

Patient communication

Setting up eRD

Practice engagement

1.     Consider whether this change to prescribing will be helpful  at this point in time.
**4 minute introductory video**   https://www.youtube.com/watch?v=zzaNeAaelAo

2.     **Use the Wessex AHSN eRD handbook**[2] to guide you through the process The eRD handbook was developed by GPs and Pharmacists who have been successful in moving to eRD. Read it here.

Pharmacy engagement

3. **Contact your local community pharmacies** to let them know you are going to increase the use of eRD. Agree to share details about patients who are identified as suitable by the practice and share information when patients consent to share information between the practice and the pharmacy.



Patient identification

4. **Identify patients that might be suitable for a transfer to eRD**.

**Stage 1. Run the suggested EMIS searches and autoreport provided.**
These are provided as zip files so they can be shared by email. Extract the file and save as a .xml to your practice system (e.g the y drive. The .xml file can then be imported into Emis population manager.)

**What are the searches based on?**

Searches are a start to identify patients who might be suitable for transfer to eRD but this is just the initial stage of the process.
They are set up to:

- find patients who might have appropriate repeat medication lists
- exclude "dispensing patients" who have their medication dispensed by their dispensing practice. [See note 1]
- exclude children < 16yrs
- exclude patients taking medication that may need reviewing soon – e.g scorecard areas for 2020/2021, opiates, respiratory meds, hypnotics, antidepressants, selfcare meds.

**Run** these two searches and the auto report before viewing the results.



| | | | | |
|---|---|---|---|---|
| Filtering patient groups for EPS searches | 1506 | 60% | 26-Mar-2020 | Patient |
| Potential eRD updated 25/3/20 | 200 | 13% | 25-Mar-2020 | Patient |
| Potential eRD Auto Report 25/03/2020 | 200 | | 25-Mar-2020 | Patient |

(Example only - you will get different patient numbers when you run the searches in a practice Emis system.)
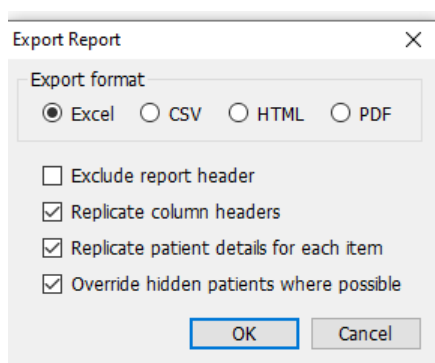
First **view the results in Report Viewer** in Emis by clicking on Export Results in Emis Population Manager.
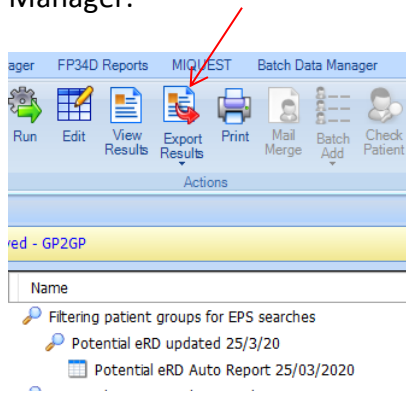


Then select export in the Report Viewer screen to **export to Excel.**
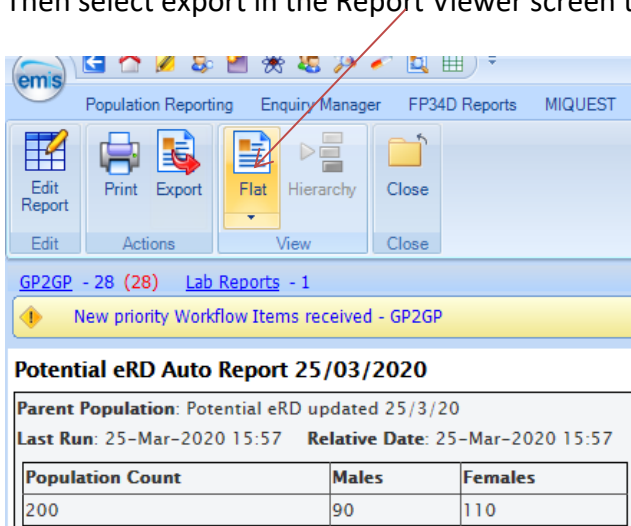


Select these options when asked.



Then **save** the file Potential eRD Auto Report 25/03/2020.xls to the practice system. Assign a suitable name and date ready for the stage 2 of the process.

**Stage 2 – Reviewing the excel search to select appropriate patients for eRD.**

Crosscheck the list of patients against Emis records to see which patients would be suitable for eRD.

We would suggest looking at stable patients, with no medication changes in the last 12 months, who are up to date with their monitoring, have a nominated pharmacy for EPS, are not prescribed hypnotics, controlled drugs, inhalers (particularly high dose which may hinder potential step downs), opioid analgesics or medications that are used for the management of conditions that can be treated through selfcare.

**Things to consider:**

Are investigations up to date?
Is the medication review already long overdue?
Are prescriptions already at the appropriate dose?
Are any preventive medications required e.g PPIs?
Are any medications on the patient's prescription list no longer being requested - do they need to take them (e.g cardiovascular prevention medication) and does the patient need to be contacted about not ordering the medication, or were the medications prescribed for a condition that has now resolved and they are no longer needed?

Can medication quantities be synchronised to avoid waste?

When stage 2 of the patient identification process is complete please share the list with the patient's GP in order to confirm that the patient can be contacted with a view to moving to the electronic repeat dispensing and to agree any 'housekeeping' medication changes.

Patient communication

5. **Contacting the patients**

**Provide information to patients identified as suitable for transfer onto eRD, obtain consent from patients and check their nominated pharmacy is recorded correctly on Emis.**

**Resources for patients**
**1. Provide an explanatory leaflet[3] about the service.**
This could be attached to a text or email sent by the practice to a patient.

**2. Request the patient's consent to share information between the GP Practice and Pharmacy and also check the nominated pharmacy recorded in Emis is correct**

**Is patient consent required for electronic repeat dispensing?**

Yes, repeat dispensing requires the patient to consent to the introduction of two-way sharing of their information between the dispensing and prescribing site. The patient should be asked to consent, but written consent is not required.

It is good practice for a record of any agreement and the consent to be included in the patient's notes or management plan (add the SNOMED code to the patient's record.) Where consent is captured by the dispensing site it should be shared with the prescribing site. [4]

Suggested wording [5] if discussing over the telephone or for adaptation for text or email communication.

In order to improve our service to you we are looking to produce _____ months of your repeat prescriptions.
This change means that _____ months of your prescriptions will be held at your nominated Pharmacy and dispensed when they are due. There are a number of benefits of this, making it a more efficient process for you (*refer to eRD benefits below*).
This service is called Electronic Repeat Dispensing or eRD

If there are any changes to your medication over the next _____ months these prescriptions can be amended at any time at the practice. **If you are aware of any changes, including if you are no longer taking a medicine, please inform your pharmacy.**
When you collect your last prescription out of the course speak to your pharmacy to arrange your next batch of electronic prescriptions. You may need to have a review with your GP by appointment in practice or over the phone before the next batch of prescriptions is authorised by the doctor.

For any non-regular items please request these when needed as you normally would

**Benefits of eRD for patients**
♦   Patients can make arrangements with their pharmacy to enable them to spend less time waiting in the pharmacy
♦   If clinically appropriate it is possible to request the next issue early or obtain more than one prescription, for example when going on holiday
♦   No need to contact the surgery to re-order at regular intervals unless their condition changes
♦   Improved safety for patients as a result of regular pharmacy-led conversations
♦   Improved care for patients as a result of greater collaboration between the practice and the pharmacy
♦   Patient can change nominated pharmacy at any time during the duration of the eRD prescription
♦   Patient can retain regular contact with their pharmacy, who is responsible for checking that their circumstances haven't changed since the previous issue of the prescription was collected
♦   The service is reliable, secure and confidential

> Please ask the patient to contact the practice to confirm that
>
> 1. They agree to having their repeat medications via the eRD process.
>
> 2. They identify their nominated pharmacy
>
> 3. They consent to the practice sharing the required information with your nominated to enable the eRD

*Further information about the nominated pharmacy*

Do not influence or persuade patients to nominate a specific dispenser.

**On receipt of the response from the patient, record the information in Emis and share this information with the nominated pharmacy so they can add to their records.**

| Code description | SNOMED code |
| --- | --- |
| Repeat dispensing service offered | 880351000000104 |
| Repeat dispensing service declined | 78387100000010 |
| Patient consent given for repeat dispensing info transfer | 416224003 |
| Withdrawn from repeat dispensing service | 198371000000101 |

Setting up eRD

**Once patients have been selected then this Emis guide [6] will be helpful with the process of changing to electronic Repeat Dispensing (eRD)**

**Prerequisites**

- Prescribers must be using a smartcard
- The smartcard must contain the correct RBAC codes
- Suitable patients must be identified
- For eRD, patients must have a nominated pharmacy

*Duration of eRD prescriptions*

**At this time, Somerset CCG recommends that prescriptions are set up for a minimum of 6 months, or where possible linking the medication review date to patient's next birthday. Be mindful that if all patients are set up with the <u>same number of months</u> of medication then there will be a workload peak when these all are due for review at the same time.**

Emis guidance  on changing prescriptions to Repeat Dispensing.

Amending existing courses

You can change repeat medication issues to repeat dispensing issues by changing the prescription type.

1. Access Medication.

   Click [ems], point to **Care Record**, and then select **Medication**.
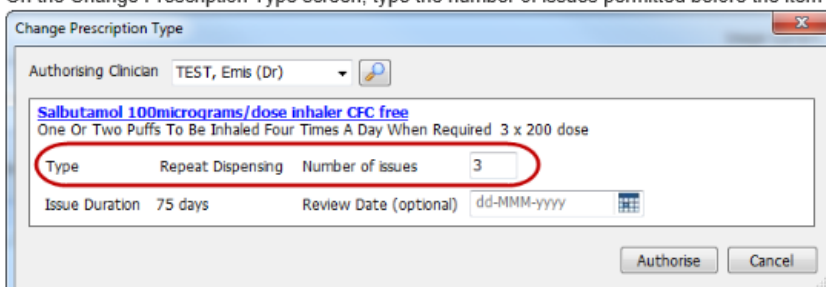
   The Medication screen is displayed.

2. Select the item(s) of medication you want to amend, click **RX Type** on the ribbon, and then select **Repeat Dispensing**.
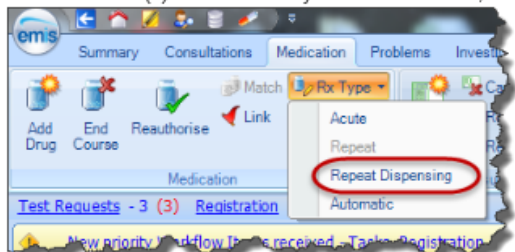


*Changing the Rx Type to Repeat Dispensing.*

3. On the Change Prescription Type screen, type the number of issues permitted before the item needs reauthorising again.



*Change Prescription Type screen*

4. If you want to add a review date for the item, click ⊞ and select the required date.
5. If required, beside the Authorising Clinician field, click 🔎, and then use the Find Users screen to select a new authorising clinician.

6. Click **Authorise** to change the prescription type.

   The amended item(s) are displayed, marked as Altered, in the patient's list of current medication, under the Repeat Dispensing heading.



*Amended Repeat Dispensing item*

If you change the dose or the quantity, all outstanding issues are cancelled and you will need to reissue them.

If a patient requests an issue earlier than scheduled, for example to go on holiday, EMIS Web automatically cancels the remaining issues and issues a new batch.

This Emis guide [8] provides further information about adding and cancelling repeat dispensing courses.

**Note 1**

**Dispensing practices** may have purchased their own dispensing software to enable eRD from their practice dispensary. Please contact the CCG medicines management team if you would like searches to find suitable Dispensing patients for transfer to the eRD.

**References**

1. Wessex Academic Heath Science Network https://wessexahsn.org.uk/projects/120/electronic-repeat-dispensing accessed 26/03/2020
2. Wessex Academic Heath Science Network eRD Handbook https://wessexahsn.org.uk/img/projects/Electronic%20Dispensing%20Handbook_Digital_WEB_S.pdf
3. NHSBSA patient leaflet https://www.nhsbsa.nhs.uk/sites/default/files/2019-03/EPS%20leaflet%20%28V0%201%29%2003%202019%20%28A%2BB%29.pdf
4. NHS England Repeat dispensing guidance. May 2015 https://www.england.nhs.uk/publication/electronic-repeat-dispensing-guidance/ accessed 26/2/2020
5. Suggested wording for discussion over the phone. https://wessexahsn.org.uk/img/publications/eRD%20Conversation%20Crib%20Sheet%20(NEHF%20CCG)_2020_02_04_02_45_14.pdf
6. https://www.emisnow.com/csm?id=kb_article&sysparm_article=KB0019403&sys_kb_id=8fca81381b7b00506281fcc1cd4bcb89 accessed 27/3/2020
7. Emis guidance to amending existing prescriptions to repeat dispensing https://www.emisnow.com/csm?id=kb_article_view&sysparm_article=KB0064137&sys_kb_id=3a638939db3b4c10a643d278f4961921 accessed 27/3/2020
8. Emis guidance to adding and cancelling repeat dispensing courses https://www.emisnow.com/csm?id=kb_article_view&sysparm_article=KB0019390&sys_kb_id=2abae931db37cc10a643d278f4961970 accessed 27/2/2020

**Acknowledgments**

Thank you to Wessex AHSN who have kindly given permission for Somerset CCG to use their resources for eRD.