

Operating a patient-led repeat prescription ordering service.

Purpose

- To empower patients to take control of the ordering of their regular repeat medication.
- To ensure that patient-led ordering is safe and efficient for all stakeholders.
- To improve patient safety by reducing the excess medication in patients' homes.
- To reduce wastage, improve sustainability, and reduce the impact of climate change.
- To reduce practice time spent completing prescription management processes and resolving prescription queries and complaints.
- To improve efficiency and simplify the ordering of repeat medicines through increased uptake of electronic repeat dispensing (eRD), the NHS app and other approved systems.

Roles and responsibilities

Practice Manager

- Ensure all staff and clinicians have read and understood the patient-led ordering SOP.
- Provide training on the patient-led ordering process for nominated members of staff.
- Agree a communication channel for patient-led ordering queries between prescribers, nominated practice staff and the patient's nominated pharmacy.
- Have sufficient trained members of staff to ensure that there is continuity of the patient-led process during staff absence.
- Ensure that patients are informed of the change to the process of ordering their prescriptions.
- Provide dedicated time and space to generate prescriptions and complete any associated housekeeping duties with minimal distractions.
- Act as an escalation point for prescription queries or complaints that cannot be resolved by other nominated members of staff.
- Ensure continual awareness of the SOP, such as patient safety incident, or significant change of staffing.

Nominated practice staff member.

- Support the prescribers in processing requests for repeatable prescriptions in line with the patient-led ordering SOP with reference to “The NHS App and repeat prescriptions” guidance.
- Communicate with prescribers, patients, and their nominated pharmacy as required.
- Promote patient-led ordering using the NHS App or other options including patient access.
- Query prescription requests where the dose/ quantity previously supplied indicates that the patient is ordering too early
- Keep a record of patients not suitable for patient-led ordering to avoid refusal of requests by a third party or sending patient-led ordering promotional communication
- Resolve any patient queries or complaints relating to patient-led ordering. Escalate to the Practice Manager if unable to resolve.

Practice clinicians

- Support the use of the NHS App for patient-led ordering.
- Ensure all repeatable prescriptions are clinically checked, signed, or authorised
- Conduct structured medication reviews at appropriate intervals in line with local and national clinical priorities.
- Support with the identification of “assisted patients” who will require an alternative ordering option, including via their community pharmacy.

Community pharmacy teams

- Encourage patient-led ordering via the NHS App or other agreed means.
- Identify vulnerable patients who may require additional support or an alternate ordering method.
- Using the agreed communication channel, inform the practice team of any concerns raised by a patient about their health, or any issues related to their medication.
- Confirm that it is appropriate to supply against an eRD token by asking the patient the 4 questions in the Repeat Dispensing essential service specification.
- Discuss with the patient any over or under ordering identified and inform their GP where appropriate.

Patient

- Take responsibility for ordering their repeat medication (if able) using the NHS App where possible.
- Check their nominated pharmacy is correct on the NHS App when making their prescription request.
- Inform their current pharmacy that they will now be ordering their own medication.
- Check their medication levels before ordering.
- Order any required medication in a timely manner via the agreed route(s)
- Inform the practice or their pharmacy of any changes to their health or any new adverse effects experienced due to their medication or appliance.

PRESCRIPTION REQUESTS MADE BY PATIENTS ATTENDING THE SURGERY

Check whether the patient is an “Assisted Patient”, or unable to order online or using the NHS App

1. If Yes
 - a) Ask the patient’s name and date of birth.
 - b) Bring up their medication screen.
 - c) Print a copy of their repeat medication
 - d) Ask the patient to tick the items they wish to order.
 - e) If the patient wishes to order an item not on the repeat list, ask them to write this on the bottom of the slip and include the name, strength, form and dosage of the medication, and why it is required
 - f) Process the prescription request
 - g) Complete a risk assessment (if appropriate). Liaise with the patient’s regular pharmacy if they are unable to order for themselves.

2. If No (it may be appropriate on this occasion to follow the steps above whilst the patient sets up their account)
 - a) If appropriate, explain the changes made to the prescription ordering process.
 - b) Encourage the patient to sign up for online ordering via the NHS App (or similar patient-led ordering system if there is one).
 - c) Signpost to the NHS App in the relevant App store or [online](#).
 - d) Support the patient to verify their identity if needed.
 - e) Support the patient to order their prescription including checking that their nominated pharmacy is the correct one.

Prepared by:

Date:

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