



Electronic Repeat Dispensing - Guidance

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Electronic Repeat Dispensing

Guidance

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Promoting equality and addressing health inequalities are at the heart of NHS England's values. Throughout the development of the policies and processes cited in this document, we have:

- Given due regard to the need to eliminate discrimination, harassment and victimisation, to advance equality of opportunity, and to foster good relations between people who share a relevant protected characteristic (as cited under the Equality Act 2010) and those who do not share it;
- Given regard to the need to reduce inequalities between patients in access to, and outcomes from, healthcare services and in securing that services are provided in an integrated way where this might reduce health inequalities.

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1 Introduction

Two thirds of prescriptions issued in primary care are repeat prescriptions. These repeat prescriptions account for nearly 80 per cent of NHS medicine costs for primary care. The management of these prescriptions and the time involved in processing them can be significant.

There are up to 410 million repeat prescriptions generated every year – equivalent to an average of more than 200 per GP per week. It is estimated that up to 330 million, or 80 per cent, of all repeat prescriptions could eventually be replaced with repeat dispensing; this could save 2.7 million hours of GP and practice time.

In order to provide a more efficient way to manage repeat prescriptions in 2005 the government introduced Repeat Dispensing Services. Initially repeat dispensing was only available using paper based prescriptions but since July 2009 it has been possible to use repeat dispensing via Release 2 of the Electronic Prescription Service (EPS). This is called electronic repeat dispensing to differentiate it from paper based Repeat Dispensing.

Electronic repeat dispensing can only be achieved when both the prescribing and the dispensing systems are using EPS Release 2. It is not possible to use electronic repeat dispensing with EPS Release 1.

2 What is electronic repeat dispensing?

Electronic repeat dispensing is a process that allows a patient to obtain repeated supplies of their medication or appliances without the need for the prescriber to hand sign authorised repeat prescriptions each time. This allows the prescriber to authorise and issue a batch of repeat prescriptions until the patient needs to be reviewed. The prescriptions are then available for dispensing at the specified interval by the patient's nominated dispenser.

When a prescriber issues an electronic prescription for repeat dispensing using their EPS Release 2 prescribing system, in addition to the information found on a standard EPS Release 2 prescription, this electronic repeatable prescription contains:

- the intended interval between each issue of the repeatable prescription
- how many times the repeatable prescription can be issued

For example, the electronic repeatable prescription may say that the prescription interval is every 28 days and it can be repeated six times. This would give a patient approximately six months' supply of medication, dispensed every 28 days with the prescriber only needing to authorise and electronically sign once.

EPS Release 2 prescribing systems use a default interval of 28 days, but this can be changed by the prescriber to the required interval at the start of electronic repeat dispensing, to support the clinical needs of the patient.

Once the prescriber has issued an electronic repeat dispensing prescription it will be sent electronically to the NHS Spine where it will be available to download by the patient's nominated dispenser.

Currently, electronic repeat dispensing can only be used by patients with a nominated dispenser. Future development may not require a patient to nominate a dispenser in order to use EPS.

The dispenser then has access to the electronic repeat dispensing prescription and can begin dispensing, see section 7 for more on dispensing.

3 Who is suitable for electronic repeat dispensing?

Any patient suitable for a repeat prescription could be suitable for electronic repeat dispensing. This includes but is not limited to:

- Patients on stable therapy
- Patients with long term conditions
- Patients on multiple therapy e.g. hypertension, diabetes, asthma etc.
- Patients that can appropriately self-manage seasonal conditions

Whilst all the above patient groups are suitable for electronic repeat dispensing the additional functionality¹ allows the patient suitability to be broadened based upon clinical assessment

4 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 site². 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.³ Where consent is captured by the dispensing site it should be shared with the prescribing site.

¹ See sections 11-17 for more information

² Dispensing with Repeats: A practical guide to repeat dispensing; National Prescribing Centre; 2nd Edition September 2008
http://www.npc.nhs.uk/repeat_medication/repeat_dispensing/resources/dwr_for_web.pdf

³ A specific read code could be used in practice XaKRX Patient consent given for repeat dispensing information transfer.

5 Does the patient need a nomination?

Yes. A patient must have their dispensing site nomination recorded,⁴ for any prescription to be sent electronically.⁵ Please refer to the national nomination policy for more information. <http://bit.ly/1xy2Yjt>

Nominations can be set, changed or removed by any EPS Release 2 enabled dispensing site or at the patient's EPS Release 2 enabled prescribing site.

6 How do you produce an electronic repeat dispensing prescription?

Producing an electronic repeat dispensing prescription is very similar to producing a normal EPS Release 2 prescription.

In some systems this involves an upfront choice to produce an electronic repeat dispensing prescription. Different systems may use different wordings, for example:

- Electronic repeat dispensing
- Batch prescribing
- Repeatable prescriptions

In other systems the prescription items are chosen first and the prescription type is then set as repeat dispensing template. Please see your prescribing systems' training manual for specific details.

An electronic repeat dispensing prescription can contain up to four items, the same number as on a normal EPS Release 2 or FP10 prescription. Multiple electronic repeat dispensing prescriptions can be issued.

All the items on an electronic repeat dispensing prescription must be in the dictionary of medicines and devices (dm+d) to be suitable for electronic prescribing.⁶ This is the same as a normal EPS Release 2 prescription.

An example of good practice for electronic repeat dispensing is to include messages to the patient and dispenser within the electronic prescription to remind them there is no need to reorder the prescription at the prescribing site until the end of the electronic repeat dispensing prescription. For example: Please collect your prescription every 28 days from your nominated pharmacy, there is no need to reorder from your GP until the final issue has been fulfilled.

⁴ Example nomination capture form <http://systems.hscic.gov.uk/eps/library/nomexample.doc>

⁵ FAQ on nomination <http://systems.hscic.gov.uk/eps/library/faqs/nomination>

⁶ To check whether something is in dm+d use the dm+d Browser <http://www.dmd.nhs.uk/dictionary/>

7 How do you dispense an electronic repeat dispensing prescription?

Dispensing sites must ensure their staff are competent to provide the electronic repeat dispensing service. Repeat dispensing is an essential service and is part of the NHS Community Pharmacy Contractual Framework.

“Pharmacy contractors are responsible for ensuring pharmacists they employ are competent to provide the repeat dispensing service.”⁷

“Pharmacists should also undergo appropriate training, which may for example be the Centre for Pharmacy Post Graduate Education (CPPE) focal point programme and assessment ‘NHS Repeat Dispensing’, but could also be a local training pack or a pack produced, for example, by the head office of a multiple.”⁸

Before dispensing the electronic repeat dispensing prescription the dispensing site must establish that the patient is taking or using their medication appropriately and that there are no reasons why the medication in question should not be supplied. They should ask the following questions:

- Have you seen any Health Professional (GP, Nurse or Hospital Doctor) since your last repeat was supplied?
- Have you recently started taking any new medicines either on prescription or that you have bought over the counter?
- Have you been having any problems with your medication or experiencing any side effects?
- Are there any items on your repeat prescription that you don't need this month?

The first issue of an electronic repeat dispensing prescription is downloaded from the NHS Spine in the same way as other EPS Release 2 prescriptions.

After the first issue has been dispensed to the patient, the dispensing site must send a dispense notification to the NHS Spine, please see your local dispensing system's training manual for more details.

The next issue of an electronic repeat dispensing prescription automatically becomes available seven days before it is due, for more information please see [section 14](#) of this document.

After each subsequent issue has been dispensed to the patient the dispensing site must send a dispense notification to the NHS Spine. This allows the next issue to be downloaded automatically on time.

⁷ NHS Community Pharmacy Contractual Framework Essential Service – Repeat Dispensing http://psnc.org.uk/wp-content/uploads/2013/07/service20spec20es22020repeat20dispensing20_v1201020oct2004_.pdf

⁸ Repeat Dispensing – Frequently Asked Questions <http://psnc.org.uk/services-commissioning/essential-services/repeat-dispensing/>

The dispense notification is also used by the prescribing site cancellation process to determine the status of a particular issue and the appropriate action to take. For more information, please see [Can a prescriber cancel all or part of an electronic repeat dispensing prescription?](#) of this document.

Electronic repeat dispensing prescriptions are claimed and reimbursed identically to a normal EPS Release 2 prescription. Each issue of an electronic repeat dispensing prescription should be claimed once it is fully dispensed.

8 What is a repeat authorisation token?

A repeat authorisation token is a master copy of the prescription.

As well as the standard information found on all tokens, such as patient demographics and prescriber details, a repeat authorisation token⁹ states:

- items;
- number of issues;
- interval; and
- end date.

This is usually held by either the patient or the dispenser.

A repeat authorisation token can be issued by the prescribing site if the patient requires a copy of their prescription. This allows the patient to attend an alternative dispensing site to collect an issue without changing their nomination or requesting a copy from the prescribing site, and provides information on what has been prescribed and the number of issues. The dispenser does not require the paper repeat authorisation token to dispense or claim a repeat dispensing issue.

9 Do I need to issue a Repeat Authorisation Token?

No, the mandatory repeat authorisation token, given to the patient at the start of a repeat dispensing prescription, is optional when issuing a repeat dispensing prescription in the Electronic Prescription Service.¹⁰ If the patient requests a copy of the repeat authorisation token, then the prescriber can issue one at the time of prescribing or at a date in the future within the duration of the prescription. Until system suppliers have made functional changes to their systems, the repeat authorisation token may continue to default to printing, but after 1 November 2014 it will be optional to hand this to the patient.

⁹ Please see <http://systems.hscic.gov.uk/eps/library/ratoken.png> for an example of a RA Token

¹⁰ <http://www.legislation.gov.uk/ukxi/2014/2721/part/2/made>

10 What about ‘when required’ medication?

Most patients suitable for electronic repeat dispensing are likely to require a mixture of regular medication and when required medication, also known as PRN¹¹ medication.

In order to improve the management of electronic repeat dispensing, it is recommended that PRN medication is prescribed on a separate electronic repeat dispensing prescription from regular electronic repeat dispensing medication. This is the same as the advice for paper based repeat dispensing.

For example

If a patient requires three regular items on a monthly basis and one PRN item on an infrequent basis. The prescriber should prescribe and issue:

- all three regular items on a single electronic repeat dispensing prescription; and
- the one PRN item on a different electronic repeat dispensing prescription.

The interval for the PRN item can be set accordingly, for example, using a different interval from the regular medication, but the dispenser has the ability to retain the PRN electronic repeat dispensing prescription until the patient requires it, and is able to dispense subsequent issues as and when required by the patient, subject to expiry schedule. The dispenser still has the ability to draw down an issue early if required and is clinically necessary.

The nominated dispenser must then ascertain the patient’s need of a repeat supply of PRN medication at each repeat period without this affecting the regular medication.¹²

11 Can a prescriber cancel all or part of an electronic repeat dispensing prescription?

Yes, prescribing systems allow the cancellation of the whole prescription or individual items on that prescription. This will also cancel the item from all future issues of that prescription.

A prescription or its items are unable to be amended. The prescription or item must be cancelled using the prescribing system, and a new electronic prescription generated if clinically appropriate. Please see your local prescribing system’s training manual for more details.

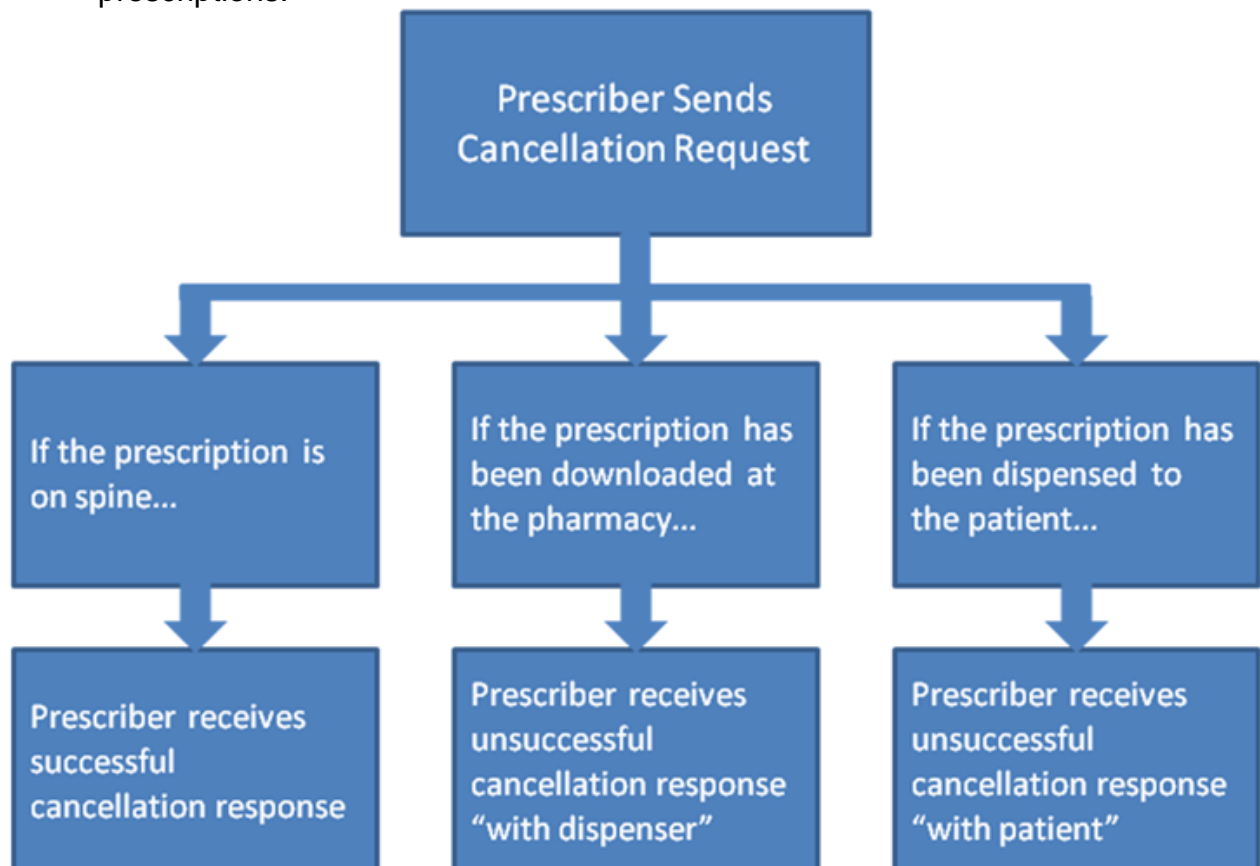
¹¹ From p. r. n. = pro re nata (when required)

¹² NHS Community Pharmacy Contractual Framework Essential Service – Repeat Dispensing, section 3.5
http://www.psn.org.uk/data/files/PharmacyContractandServices/RepeatDispensing/service20spec20es22020repeat20dispensing20_v1201020oct2004_.pdf

Prescribers, or other authorised staff ¹³ working at the prescribing site where the prescription was generated, will be able to cancel electronic prescriptions. Once a cancellation message has been sent by the prescribing site to the NHS Spine there are three potential responses:

Unsuccessful cancellation:

- Unsuccessful cancellation, ‘with dispenser’ – the system will inform the prescriber of the dispenser’s contact details to enable them to contact the dispenser and request the prescription is returned to the NHS Spine. Once the dispenser has returned the prescription to NHS Spine the prescriber will receive a successful cancellation response and the patient record will automatically be updated.
- Unsuccessful cancellation – ‘dispensed to patient’. It is the responsibility of the prescribing site to contact the patient directly in order that the intended cancelled items are not administered. The patient record must then be manually updated by the prescribing site to reflect the cancellation status. This message will only be received once the final issue has been dispensed to the patient.
- No response from system – You cannot assume the prescription or item has been cancelled. Follow existing cancellation procedures for paper-based prescriptions.



¹³ It is the prescribing sites responsibility to determine which staff members are authorised to cancel electronic prescriptions. This is determined by their roles on their NHS Smartcard

12 Can a prescriber amend all or part of an electronic repeat dispensing prescription?

No, it is not possible to amend an electronic repeat dispensing prescription. The item or prescription must be cancelled and a new prescription created. Please see [section 11](#) of this document for more information.

It is good practice to send an electronic note to the dispensing site with the replacement prescription covering the changes.

13 Can the patient change nomination mid-cycle?

Yes, the patient can change their nominated dispenser at any point within the electronic repeat dispensing cycle. All outstanding electronic repeat dispensing prescriptions will be transferred to their new nominated dispenser.

Any prescriptions which have already been downloaded to the previously nominated dispenser can be returned to the NHS Spine to be pulled down by the newly nominated dispenser,

The previous dispensing token, for the previous issue, can be reprinted, given to the patient and used to retrieve subsequent issues at the newly nominated pharmacy. A reprinted token can also be issued by the clinical prescribing system if required.

14 What if the nomination is removed completely?

If the nominated dispenser is removed and not replaced, then the un-dispensed electronic repeat dispensing prescriptions will remain on the NHS Spine until the expiry date of the prescription.¹⁴

If the patient sets a nominated dispenser in the future within the duration of the electronic repeat dispensing prescription, the newly nominated dispenser can receive the next available issue by:

- a. requesting nominated downloads
- b. scanning the repeat authorisation token;
- c. scanning a prescription or dispensing token issued previously as part of this electronic repeat dispensing; or
- d. Manually entering the barcode (prescription id) of any of the above.

The authorised person removing the patient's nomination should discuss the implications with the patient.

¹⁴ Expiry dates for electronic prescriptions are identical to those for paper based prescriptions
<http://systems.hscic.gov.uk/eps/library/faqs/electronicrx>

15 When do subsequent issues of an electronic repeat dispensing prescription become available?

The next issue of an electronic repeat dispensing prescription automatically becomes available seven days before it is due.

The due date for each issue of an electronic repeat dispensing prescription is based on when the previous issue was last marked as fully dispensed or not dispensed, plus the interval minus seven days.

For example

Looking at an electronic repeat dispensing prescription with an interval of 28 days and six issues.

If issue one of the electronic repeat dispensing prescription is marked fully dispensed and the dispense notification sent on 1 May, then issue two of the electronic repeat dispensing prescription will be automatically downloaded on 21 May.

This is calculated as follows:

1 May plus (interval of 28 days - seven days) = 21 May

This means that in order to get the next issue of an electronic repeat dispensing prescription the dispenser must mark every item on the previous issue as either 'dispensed' or 'not dispensed'.

The 'dispense notification' must then be sent to the NHS Spine according to your dispensing system's instructions. This should be done once items are handed to the patient, or at least on the same day, in order that the next issue will automatically download on time.

The next automatic download is not based on the original prescribing date but is based on the date the previous dispense notification is sent to the NHS Spine.

If an electronic repeat dispensing prescription has any item 'owing' the next issue will not be available until all previous items are set to either 'dispensed' or 'not dispensed' and the dispense notification sent.

16 Can a patient obtain subsequent issues of an electronic repeat dispensing prescription early?

Yes, any EPS Release 2 dispensing site can manually request the subsequent issues of an electronic repeat dispensing prescription, based on clinical judgement at any time, as long as all items of the previous issue have been marked as 'dispensed' or 'not dispensed'.

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The nominated dispenser can manually request a subsequent issue from within the dispensing system. A non-nominated dispenser will need access to a token as per 'Section 14 What if the nomination is removed completely?'

The original date when the prescription was created and signed, is the only date required for a repeat dispensing prescription, this appears on all dispensing systems. Some dispensing systems will also display or print the date the next issue is expected to be dispensed, based upon the interval set by the prescriber.

17 What if the patient changes GP practice with outstanding electronic repeat dispensing issues?

If a prescriber has issued an electronic repeat dispensing prescription and that patient is removed from the list before the expiry of all issues of the prescription, the prescriber must:

- Electronically cancel all outstanding issues of electronic repeat dispensing prescriptions via their prescribing system;
- Contact the dispenser if any issues of an electronic repeat dispensing prescription have been downloaded and request they are returned to the NHS Spine as not dispensed;
- Cancel the issues via the prescribing system once they have been returned to the NHS Spine electronically; and
- Notify the patient that the electronic repeat dispensing prescription is no longer available from the nominated dispenser.

18 What if the prescriber changes GP practice with outstanding electronic repeat dispensing issues?

If a prescriber has issued an electronic repeat dispensing prescription and the prescriber changes GP practice before the expiry of all issues of the prescription, if the prescriber and the responsible party are the same person, the prescriber must electronically cancel all outstanding issues of electronic repeat dispensing prescriptions via their prescribing system.

They must also contact the dispenser if any issues of an electronic repeat dispensing prescription have been downloaded, to request they are returned to the NHS Spine as not dispensed. They are then automatically cancelled and the patient record updated. The GP practice should then manage the re-prescribing of the patient's medication

In the current system prescribing cost is associated with the prescriber and their registered location. This means that if the prescriber moves GP practice the prescribing costs of the electronic repeat dispensing will move with them, even if the patient doesn't. This also retains clinical responsibility for the prescription with the patients prescribing site.

All EPS Release 2 prescriptions require the electronic signature of the prescriber and contain details of both the prescriber and the responsible party; this may be the same person. It is the responsible party that is associated with the prescribing costs budget. This means that for staff such as GP registrars, locums and trainees, the responsible party should be set as a permanent prescriber to avoid this problem.

The above scenario therefore only applies when the prescriber and responsible party are the same person.

19 Safeguards of electronic repeat dispensing

- Each issue of an electronic repeat dispensing prescription cannot be dispensed more than once.
- The prescriber can cancel the prescription or prescription items at any time and the prescriber will know whether the prescription is 'with dispenser' or 'dispensed to patient'.
- There is a full end to end audit trail from prescribing to dispensing to the patient.
- Electronic repeat dispensing provides a contemporaneous, medico legal record ¹⁵ including the reason for prescription (item) cancellation. ¹⁶
- The original prescriber is responsible for the duration of the repeatable prescription.
- The patient is able to receive their electronic repeat dispensing from any Release 2 enabled dispensing site in England.
- Automatic cancellation of all outstanding prescriptions will occur when the Personal Demographics Service is updated with notification of death, preventing carers being notified of or given prescription items for deceased individuals.
- The patient is able to change their nomination at any point during the duration; subsequent issues will be available to the newly nominated dispensing site.

20 Benefits of electronic repeat dispensing

20.1 General practice staff and prescribers

20.1.1 Administrative benefits

- The number of visits to the practice or telephone calls by patients requesting and collecting repeat prescriptions is reduced.
- The administrative work associated with paper repeat prescribing processes is reduced.
- Fewer paper prescription requests are lost, therefore improving data protection and information governance.

¹⁵ Electronic repeat dispensing provide a clinical record in line with Good Medical Practice (http://www.gmc-uk.org/guidance/good_medical_practice.asp)

¹⁶ Reasons for prescription (item) cancellation can be found at <http://systems.hscic.gov.uk/eps/library/faqs/cancellation>

- Administrative work of filing and storing prescriptions which are waiting to be collected by the patient, carer or a dispenser is reduced.
- Footfall at the GP surgery from prescription collection services and patients is reduced.

20.1.2 Prescriber benefits

- The prescriber can set minimum and maximum duration.
- The prescriber has complete control over the length and duration up to a maximum of 12 months.
- The prescriber has access to which dispenser the patient has nominated to receive their electronic repeat dispensing prescription within their prescribing system.
- Less time is spent processing, reauthorising and signing repeat prescriptions.
- Reduction in the number of times prescriptions require signing as a single electronic signature is valid for each issue.
- The initiating prescriber remains responsible throughout the lifetime of the repeat dispensing prescription improving the quality of prescription data for clinical governance.
- The risk of a batch of prescriptions getting lost is reduced, as they are stored digitally, thus improving accountability for prescriptions issued and dispensed.
- Medication can be managed more effectively as the prescriber can cancel part or all prescription items or a batch of undispensed electronic repeat dispensing prescriptions at any time.
- During cancellation the prescriber knows where the electronic repeat dispensing prescription is within the system and receives messages as to the location of the prescription.
- A complete record is provided, including the reason for prescription cancellation.
- All outstanding prescriptions are automatically cancelled when the Personal Demographics Service is updated with notification of death.
- Reduction of patients requesting regular medication from out of hours services, as they will have access to their regular repeat dispensing prescriptions at their nominated dispenser.

20.2 Dispensers and dispensing sites

- Automated download of prescription items enable pre-preparation and smooth work flow.
- Electronic repeat dispensing prescription issues are downloaded at the nominated dispenser seven days before they are due, improving stock control with advance notice of prescription item requirements.
- Reduced duplication of the dispensing process through reduction of the number of owing items.
- Reduced time spent collecting paper prescriptions from prescribing sites.
- Dispensers use their clinical skills in managing electronic repeat dispensing prescriptions, enhancing their professional relationship with patients and prescribers and improving job satisfaction.
- Dispensers no longer need to retain and store repeatable prescriptions and batch issues for audit, decreasing workload and storage requirements.
- End of month processes are reduced by electronic reimbursement.

- Automatic cancellation of all outstanding prescriptions will occur when the Personal Demographics Service is updated with notification of death, reducing preparation and dispensing wastage.

20.3 Patients and Carers

- Patient receives more frequent medication reviews – dispenser is obliged to review the medication at each issue of the electronic repeat dispensing prescription.
- The dispenser is able to request subsequent issues early in order to dispense in advance for patient convenience e.g. if the patient is going on holiday abroad, past the next issue date. This is the clinical decision of the dispenser at request of the patient or carer.
- There are fewer visits to the dispensing site for out of stock items and owing's.
- The patient or carer is able to receive their electronic repeat dispensing prescription from any Release 2 enabled dispensing site in England .
<http://www.nhs.uk/Service-Search/Pharmacy/LocationSearch/10>
<http://systems.hscic.gov.uk/eps/stats/deploymap/national>
- The patient or carer is able to change their nomination at any time during the electronic repeat dispensing cycle.
- Potential for better co-ordination of care with investigations, Long Term Condition review as well as medication reviews being synchronised at the prescribing site. This improves care whilst reducing the number of visits required to the prescribing site.
- The patient or carer will not need to request and then collect a paper prescription from the prescribing site for repeat medications.
- Electronic cancellation improves convenience for the patient or carer as they do not have to return the prescribing site to collect a replacement prescription.
- Improved access to regular medicines
- Simplified one-stop process for obtaining next supply of medicines
- Regular contact with dispenser to discuss medicines-related issues
- Pharmaceutical support for self-care and the management of long-term conditions when receiving electronic repeat dispensing prescriptions.
- Automatic cancellation of all outstanding prescriptions will occur when Spine Demographics are updated with notification of death, preventing carers/ relatives being notified of or given prescription items for deceased individuals
- Reduction of patients requesting regular medication from out of hours services, as they will have access to their regular repeat dispensing prescriptions at their nominated dispenser.

21 Note to commissioners

- The initiating prescriber remains responsible throughout the lifetime of the electronic repeat dispensing prescription improving the quality of prescription data for clinical governance.
- The technology provides a contemporaneous, medico legal record including the reason for prescription cancellation.
- Reduction of patients requesting regular medication from out of hours services, as they will have access to their regular repeat dispensing prescriptions at their nominated dispenser.

22 Glossary of Terms

Term / Abbreviation	What it stands for
Acute prescription	An acute prescription is one that the patient usually receives on a 'one-off' basis for conditions that are often short-lived e.g. infection or pain after an operation. (compare with Repeat Prescription)
Batch issue	<p>A series of paper based prescriptions printed on a standard FP10 prescription that are not signed by the prescriber but instead state 'Repeat Dispensing: XX of YY', where XX is the number of the individual batch issue and YY is the total number of batch issues covered by the repeatable prescription</p> <p>(www.nhsbsa.nhs.uk/PrescriptionServices/1864.aspx)</p> <p>A batch issue is one of the two forms used for paper based repeat dispensing. The batch issue is used along with the repeatable prescription (also known as the Authorising Form).</p> <p>(Some prescribing systems use Batch issue to refer to both paper based and electronic repeat dispensing)</p>
Dispenser	A term used to encompass any of the following: a community pharmacy contractor; a dispensing appliance contractor; a dispensing doctor
Dispense notification	A dispense notification must be sent as soon as electronic prescription items have been collected by or delivered to the patient. The dispense notification message informs EPS which medication has/has not been supplied to the patient and also ensures the next repeat dispense issue comes down from EPS on time.
Dispensing site	The physical location of the dispenser (see also Prescribing site)
Dispensing system	A computer system used at a dispensing site to carry out the necessary operations of EPS Release 2
Dispensing Token	A paper copy of the electronic prescription printed by the Dispensing site. (systems.hscic.gov.uk/eps/dispensing/tokens)
dm+d	<p>The NHS Dictionary of Medicines and Devices (www.dmd.nhs.uk)</p> <p>dm+d is a dictionary containing unique identifiers (codes) and associated textual descriptions for representing medicines and medical devices in information systems and electronic communications.</p>
End of month processes	The process by which a dispenser submits information to the NHS Prescription Services (www.nhsbsa.nhs.uk/PrescriptionServices.aspx) in order to receive reimbursement. In EPS Release 2 this is done electronically (systems.hscic.gov.uk/eps/dispensing/reimburs)
EPS	<p>The Electronic Prescription Service (systems.hscic.gov.uk/eps)</p> <p>EPS enables prescribers - such as GPs and practice nurses - to send prescriptions electronically to a dispenser (such as a pharmacy) of the patient's choice.</p>
EPS Release 1	<p>Release 1 of the Electronic Prescription Service (systems.hscic.gov.uk/eps/library/faqs/release1)</p> <p>In EPS Release 1 the patient still receives a paper prescription, which is identical to an FP10 paper prescription form except that it has a barcode on it. This is the technical infrastructure installed to support</p>

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	EPS release 2.
EPS Release 2	<p>Release 2 of the Electronic Prescription Service (systems.hscic.gov.uk/eps)</p> <p>The current release of EPS in use in the NHS in England.</p>
Issue	<p>An issue represents a single electronic prescription that is repeated as part of an electronic repeat dispensing prescription.</p> <p>When prescribing an electronic repeat dispensing prescription, the prescriber will authorise a prescription with a specified number of issues; each issue contains the same prescribed items.</p> <p>In this document Issue only refers to repeat dispensing and does not refer to individual prescriptions of a repeat prescription.</p>
NHS Smartcard	<p>A credit card sized card used in conjunction with a password to access secure NHS systems (systems.hscic.gov.uk/eps/library/faqs/smartcards). A NHS Smartcard is required to access and operate EPS</p>
NHS Spine	<p>The NHS Spine is part of the critical national infrastructure that supports the delivery of NHS services and the health care provision in the UK. (systems.hscic.gov.uk/spine).</p> <p>GPs will send prescriptions to the NHS Spine to make them available for dispensing. The dispenser will obtain the electronic prescription from the NHS Spine via the dispensing system. Once the dispenser has dispensed the prescription in the usual way, a message will be sent back to the NHS Spine, recording what has been dispensed to the patient.</p>
Nominated dispenser	<p>The nominated dispensing site chosen by the patient. This can be a pharmacy, a dispensing appliance contractor or a dispensing doctor. (See also Nomination).</p>
Nomination	<p>Nomination gives patients the option to choose, or 'nominate' a dispensing contractor(s) to which their electronic prescription(s) can be sent automatically, using EPS. (systems.hscic.gov.uk/eps/library/faqs/nomination)</p>
PDS	<p>The Personal Demographics Service (PDS) is the national electronic database of NHS patient demographic details such as name, address, date of birth and NHS Number. (systems.hscic.gov.uk/demographics/pds)</p>
Prescribing site	<p>The physical location of the prescriber (see also Dispensing site)</p>
Prescribing system	<p>A computer system used at a prescribing site to carry out the necessary operations of EPS Release 2</p>
Prescription Token	<p>A paper copy of the electronic prescription printed by the Prescribing site (systems.hscic.gov.uk/eps/dispensing/tokens)</p>
Pulled	<p>The process by which a dispensing system requests EPS electronic prescriptions from the NHS Spine.</p>
RA Token	<p>Repeat Authorisation Token. A paper token that contains details of the electronic repeat dispensing prescription and acts as a master copy. The Repeat Authorisation token acts as an 'aide memoire' for the patient.</p> <p>It contains the prescription items, the number of issues, the interval between issues and the end date.</p>

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Repeat Authorisation form	See Repeatable prescription
Repeat Dispensing Prescription	A repeat dispensing prescription is an electronic EPS Release 2 prescription that has a specified number of identical issues associated with it.
Repeat prescription	<p>A repeat prescription is one that the patient usually receives on a regular basis for conditions that are normally long-term e.g. diabetes or high blood pressure (compare with Acute prescription).</p> <p>It is normally possible to obtain further repeat prescriptions without seeing a prescriber each time.</p>
Repeatable prescription	<p>A paper based prescription printed on a standard FP10 prescription signed by the prescriber and authorising a specified number of issues. (www.nhsbsa.nhs.uk/PrescriptionServices/1864.aspx)</p> <p>A repeatable prescription (also called Repeat Authorisation Form or an Authorising Form) is one of the two forms used for paper based repeat dispensing. The repeatable prescription is used along with the batch issue.</p>
Responsible party	<p>The Responsible party is a second person who along with the actual prescriber (the Responsible author) is recorded in the EPS Release 2 electronic message. In many cases the responsible party and the prescriber will be the same person.</p> <p>(http://systems.hscic.gov.uk/eps/library/compliance/all_3.pdf - Appendix A)</p>