

GP Support Unit

Standard Operating Procedure

Repeat Prescriptions

Version 1.0

Version	1.0
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1. Background

The purpose of a repeat prescription is to allow patients to receive their medications without the need to attend for a consultation with a prescriber each time. The repeat prescribing process involves the setting up of prescriptions, ordering and producing prescriptions and the review of medication.

This procedure has been written in line with the East London Foundation Trust (ELFT) Directorate of Primary Care Services – Repeat Prescription Policy.

2. Purpose

The purpose of this Standard Operating Procedure (SOP) is to:

- Standardise repeat prescribing processes
- Enable staff to understand their roles and responsibilities around repeat prescribing
- Provide guidance on good repeat prescribing process and procedures
- Ensure safeguards are in place to minimise error and reduce risk.

3. Scope

The SOP relevant to the following staff groups who may be involved in the repeat prescribing process:

- Prescription Clerks

This SOP does not include clinical process with regards to the repeat prescription process. Refer to your local clinical SOP for any associated clinical procedures.

4. Requesting Process

Where a patient can order their own medication, they should be encouraged to do so as much as possible.

Requests for repeat prescriptions can also be made by the following people:

- Carer
- District and specialist nurses
- Care home staff
- Dispensing appliance contractor
- Pharmacists (only for patients who have been identified as vulnerable)

Where a third-party requests, practice staff must ensure:

- Patient confidentiality is maintained
- The correct information is accurately exchanged, when those making the request are not fully aware of the patient's medications / health condition
- The request is genuine. The practice must be confident that the person making the request has the patient's permission to do so.

5. Prescriptions between practices

Prescription requests from patients will be received at any of the ELFT practices. All repeat prescription requests need to be scanned and sent to the Prescription Clerk team based at the GPSU following the process below:

- Twice a day the repeat prescription box should be checked by a member of the patient record coordinator team.

- This must be completed at 10:00 and 16:00
- The patient record coordinator will scan the repeat prescription requests onto Systmone following the GPSU Scanning and Batching SOP
- The prescription requests will be batched into 'Date Received' and sent as a task to the prescription clerk team at Leighton Road Surgery.

Prescription clerks at Leighton Road surgery will check their Systmone tasks on a daily basis

6. Processing Repeat Prescriptions

Patients can submit prescription requests a number of different ways:

- Email
- Practice Website
- Counterfoil
- Post
- Online – Systmonline

Written and online requests are preferable because they are more likely to be accurate, and there is a reduced opportunity for errors and misunderstandings. Telephone requests may only be taken by the prescription clerks who have access to the patient's repeat medicines list while taking the call.

6.1. Systmonline Requests

Systmonline requests should be checked regularly throughout the day by assigned prescription clerks.

- Within Systmonline go to task inbox – 'For me, My Groups, 'My Teams' tasks are all within the task inbox
- Within the task inbox navigate to "Inbox online services – Prescription requests"
- All Systmonline prescription requests will appear here
 - Note if two prescription clerks select the same task the system will advise that someone else is in the task and the prescription clerk should select the next request.
- Check tasks are in date order and start with the oldest task first
 - If the tasks are not in date order filter the 'date received' column into oldest to newest
- Double click the patient name and this will open the patient record within SystmOne
- Patient information box will appear, select 'Close'
- A new pop up will appear showing 'The patient has requested the following prescriptions', with a list of the requested medication that the patient has selected.
- 'Do you want to issue these'
 - If you don't want to issue then the task will save but not be sent further
 - If all checks (Prescription clerk checks are included in section 6.4) are ok select 'Issue All' and follow the next steps
- A screen will appear which will run through a series of questions on the request including 'The next issue is not due until X date, has the prescriber authorised the prescription?'. The prescription clerk must work through responding to all queries.
 - To find the answers required select the patient name at the top right hand corner of the screen which will open the repeat template in the patient record.

This can be used to investigate the queries and find the relevant answers within the patient notes.

- If all dates and checks are ok select 'Save, Print send and sign prescription later' and then 'Ok'
- This prescription will be added to the doctors list for bulk signing

6.2. Post / Counterfoil / Email

Posted prescriptions, counterfoil and email requests are all managed in the same manner after receipt.

- Check patients' details – name, address, date of birth and for email and post requests the patient must confirm the details of the medication required including name, strength, and dosing information
- Navigate to the patient record within Systmone by entering the name and date of birth of the patient on the request
- When the patient notes are open navigate to the repeat templates tab which is listed in the clinical tree on the left hand side of the screen
- Within the repeat template highlight all medications that are on the request and select the 'issue button' and this will show a virtual tick against the medicine requested (Refer to section 6.4 for the prescription clerk checks on the repeat request)
- Press save and click on dialog 'Print / Sign and send later' press ok and this automatically saves the prescription and issues to the doctors pooled list for bulk signing.
 - If prescription clerk is unable to issue refer to section 6.4

6.3. Surgery Dashboard

Surgery Dashboard is not linked to Systmone and therefore must be monitored by members of the prescription clerk team. For Surgery Dashboard repeat prescription requests the prescription clerk team must follow the below process:

- Check patients' details – name, address, date of birth and the patient must confirm the details of the medication required including name, strength, and dosing information.
- Monitor Surgery dashboard for patient prescription requests
- Manually search for the patient within Systmone who has requested the repeat
- When the patient notes are open navigate to the repeat templates tab which is listed in the clinical tree on the left hand side of the screen and enter the details of the request
- Within the repeat template highlight all medications that are on the request and select the 'issue button' and this will show a virtual tick against the medicine requested (Refer to section 6.4 for prescription clerk checks on repeat prescriptions)
- Press save and click on dialog 'Print / Sign and send later' press 'ok' and this automatically saves the prescription and issues to the pooled list.
 - If prescription clerk is unable to issue refer to section 6.4
- Once the request is complete a response must be sent to the patient to confirm the prescription request has been processed. If the prescription can't be issued it should be placed in a 'Parked' list within Surgery Dashboard pending resolution by the GP. The prescription clerk team must review the 'Parked List' Daily and once the prescription is complete by the clinician close the request and send a notification to

the patient by clicking the reply button at the top of the screen and selecting the relevant message. This will send an email to the patient.

6.4. Systmone processing requests

Before issuing any repeat prescriptions the prescription clerks should carry out the below checks on the request:

Prescription Clerk checks on repeat prescriptions:

- Check the medication on the request is an authorised repeat medication
- Check the strength, dose and form of the medication on the request
- Check the review date on the repeat prescription
- Check the number of issues
- Check if over or under using
- Check the patient has been regularly requesting over the last 12 months – unless seasonal e.g. Hay fever medications.

If the prescription clerk has any concerns on the above checks the repeat prescription should be referred to the prescriber for review.

- Once all checks are complete and the prescription clerk confirms this can be sent select one of the following options to proceed:
 - Issue All –
 - All checks complete highlight all medications that are on the request and select the ‘issue button’ and this will show a virtual tick against the medicine requested
 - Press save and click on dialog ‘Print / Sign and send later’ press ok and this automatically saves the prescription and issues to the clinicians pooled list for signing – Refer to below table.
 - Unable to issue – If the prescription clerk is unable to issue due to an error i.e. over requesting, appointment required, etc the request should be referred to the prescriber Follow process in below table for additional detail.

The below table provides an overview of managing repeat prescriptions once all steps above are complete:

Action	Process
Processing options	
Issue (Prescription Clerk can issue the prescription for sign off)	Select ‘issue prescription’ and save notes and select ‘Print/Sign and send later’. This will generate an electronic prescription which will go into the pooled doctors list for bulk signing.
Prescription clerk unable to issue (Review due, over ordering, med on repeat out of stock and needs alternative etc)	The repeat prescription request should be added to the appointment list under ‘prescription reauthorisation appointment’. The following members of staff will have these appointment slots: <ul style="list-style-type: none"> • Clinical Pharmacist • Pharmacy technicians

	<p>If the clinical pharmacist or pharmacy technician is unable to process the request, they will follow the practice internal process to escalate to a more appropriate member of staff – this will usually be the GP.</p> <p>If the request is an urgent same day request but the 'prescription reauthorisation appointments' lists are full, this should be referred to the duty doctor appointment list for review and a task sent to the doctor regarding the request.</p>
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For any questions of if a prescription clerk is unsure on how to process a repeat prescription it should be sent to a clinician for review and comment on how to proceed.

6.5. Review

This policy will be subject to review every three years, or, considering any changes to National Standards or Trust Policy.