

31st August 2017

Ref: CPWY2017.038

The Pharmacy Manager

**Brooklands Court
Tunstall Road
Leeds LS11 5HL****Tel: 0113 272 7560
www.cpwpy.org**

Dear Colleague,

Repeat Prescription Ordering in Calderdale – August 2017 Update

Calderdale CCG are reporting to us continued concern and unease within the Calderdale area relating to managed repeats and repeat prescription ordering by community pharmacies. We understand that some Calderdale GP practices are currently considering stopping community pharmacies ordering repeat prescriptions on behalf of patients. The concerns raised are in relation to medicines waste and the perceived mismanagement of non-NHS repeat medication services such as “managed repeats”. The CCG and GP practices are aware that several other areas within West Yorkshire have implemented policies for GP practices to end community pharmacy ordering on behalf of patients and feel that this offers a solution to their concerns.

A change in GP practice policy to stop pharmacies from ordering on behalf of patients will **affect all pharmacies** who dispense scripts from that surgery.

It is important that all pharmacies are **proactive** at working with their usual GP practices to help to improve understanding of the repeat prescription ordering systems used within pharmacy to help prevent a change in GP practice policy.

Suggested community pharmacy actions:

- Proactively approach your surgery to discuss the repeat prescription ordering/managed repeat services offered by your pharmacy.
 - Explain the repeat services offered by your pharmacy and how this works in practice. Outline the communication that occurs between the pharmacy, the practice and the patient/representative.
 - Specifically ask the surgery whether they have any concerns with the way in which you manage repeat prescription requests.

- Outline a willingness to work together at a local level to improve repeat prescription processes.
- Discussions can be supported with the Pharmacy Voice document: <http://psnc.org.uk/wp-content/uploads/2016/08/Managed-repeats-FAQs-Aug-2016.pdf>
- We have produced a template letter to send to GP practices requesting a meeting which can be downloaded from our website: <http://www.cpwpy.org/pharmacy-contracts-services/essential-services/dispensing.shtml#erd>
- Encourage GP practices to take up electronic repeat dispensing (eRD).
- Ensure your pharmacy team is familiar with eRD and understands how it operates.
- Ensure your SOPs reflect what happens in your pharmacy and that a clear audit trail exists to identify each request, supply and non-supply. Any prescription ordered by the pharmacy which is not subsequently collected by or supplied to the patient should be returned to stock and the item not dispensed with a clear audit trail to mitigate any accusation of fraud.
- Ensure you have appropriate patient consent to order and receive a patient's prescription.
- Follow professional guidance from the Royal Pharmaceutical Society which includes:
 - Confirming with the patient or carer whether the medicines are needed before re-ordering
 - Checking whether the medication prescribed is still clinically appropriate at the time of supply
 - Taking reasonable steps to verify that there has been no change in the circumstances of the patient which could affect the need to order the prescription
 - Checking whether there are adherence or compliance issues
- Consider using the PSNC 'Walk in my shoes' toolkit to bring together community pharmacy teams and GP practice teams to help each other understand their roles, improve working relationships and ultimately provide better care for their patients. Search www.psnc.org for PSNC Briefing 041/17.

Community Pharmacy West Yorkshire does not support the proposed changes to repeat ordering. We will continue to discuss the issues and problems implementing a policy preventing pharmacies ordering repeats on behalf of patients has on patients, pharmacy and general practice with the CCGs, promoting repeat dispensing as a solution. PSNC have a page dedicated to managed repeats which can be found at: <http://psnc.org.uk/services-commissioning/essential-services/repeat-dispensing/managed-repeats/>

Repeat Dispensing

We are promoting the use of electronic Repeat Dispensing as we see this as the preferred method of managing the timely and efficient supply of repeat medications to patients. Repeat Dispensing enables the prescription collection process to be simplified without compromising patient care, as well as reducing the burden of repeat prescribing on GPs.



Ensure your pharmacy team is familiar with eRD and understands how it operates. The PSNC website has a range of resources to support pharmacies with repeat dispensing: <http://psnc.org.uk/services-commissioning/essential-services/repeat-dispensing/>

Faheem Ismail from NHS Digital has offered to support pharmacies and GP practices with implementation of eRD. Faheem can be contacted by email: faheemismail@nhs.net or tel: 07917 592318.

If you have any local issues which you would like to raise or you would like help to facilitate discussions, please email ruth@cpwy.org or call 07718 192 287. I would also like to hear from anyone where systems are working well between their GP and pharmacy or who regularly uses electronic Repeat Dispensing so that we can share good practice.

Yours faithfully,



Ruth Buchan FFRPS
Chief Executive Officer
Community Pharmacy West Yorkshire