

Top Tips for Managing Repeat Prescriptions for Primary Care

Aims

1. To reduce medicine waste by improving the quality of repeat prescribing, ordering and dispensing processes
2. To encourage patients and carers (where possible) to manage their own repeat prescriptions according to their needs

Key Focuses	Actions	
1 Receiving a Request	When receiving a request, check if all items are needed. Where appropriate, encourage patient to order their own repeat items online next time.	<p>Take Every Opportunity to</p> <ol style="list-style-type: none"> 1. Ask patients to check before they order repeat items and only order what they need. 2. Encourage patients to manage their own repeat prescriptions using patient online services 3. Check if all repeat items are needed 4. Query request if ordering too early/ late or regularly ordering 'PRN' items 5. Ensure good communication flow between patients, GP practices and community pharmacies throughout the process 6. Ensure all dispensed items are required by a patient on collection <p>EMIS Tips: Variable Use Option, One-Off Issue Option</p>
2 Repeat vs Acute	Check if the item requested is on the repeat list. If not, refer to a prescriber.	
3 Directions	Are the directions clear? All medicines must have directions. Avoid 'as directed'. If instruction is unclear, request a prescriber to amend the prescription.	
4 Last Request & Quantity	Check last issued date and quantity given. Always consider compliance and look out for signs of underuse, overuse or keeping excess stock. Early requests of antidepressants, benzodiazepines, controlled drugs and analgesics should be highlighted to prescribers.	
5 Authorisation	Ensure authorisation limit has not been exceeded. If a request is for an item in "past drugs" list or not issued for some time (e.g. >3 months) – Do not re-issue. Check with prescriber	
6 Synchronisation	Where possible, ensure all medications are synchronised for 28/56 days. Remember that inhalers, insulin, external preparations, liquids etc. may not need to be reordered each time. Use 'Variable Use' option.	
7 When Required (PRN) Medicines	If PRN medicines are regularly re-ordered, refer to prescriber.	
8 Recent Changes	When appropriate, record discontinued items as 'past drugs' on EMIS and Vision. If an item has not been issued in the last 12months, move to past drugs (unless for long term condition or variable use). Is the patient going on holiday? A maximum of 3 months' supply is recommended for patients travelling aboard, at the discretion of a prescriber. Use 'One-Off Issue' option.	
9 Uncollected prescriptions/ items	Uncollected prescriptions at GP practices, make a record (READ CODE: 8B3N) and inform GP. Uncollected items at Pharmacy, explore reasons where possible. Inform GP practice.	