

Repeat Prescription Management Code of Practice:

Where a patient is capable of ordering their own repeat medication, they should be encouraged to do so.

Written informed consent from the patient or their representative is required to allow a pharmacy to collect prescriptions on a patient's behalf, electronically or otherwise.

A practice will provide a variety of methods for patients to request repeat medicines.

1. Electronic requests Via patient on line services
 2. Electronic request via practice website
 3. Post
 4. Fax
 5. *Paper based methods of requesting repeat medicines should utilise the counterpart printout of the most recent prescription, where possible.
- Patient and pharmacy will confirm that every item requested is required at time of dispensing.
 - No incentive should be offered by a pharmacist to secure the right to order the repeat prescription on behalf of a patient.
 - All parties will communicate regularly and work together to ensure accuracy of practice held records to minimize clinical risk and minimize unnecessary waste of NHS resources.

Pharmacy agrees to :

- Each pharmacy should have a procedure in place for their prescription collection service.
- Pharmacy should encourage patients to request and collect their own repeat medication, where possible.
- Pharmacies should have written consent kept on record where they request and collect medication on a patient's behalf.
- Pharmacist and patients should agree on each occasion what medications are to be requested and dispensed.
- Routine repeat medications should not be requested from GP more than seven working days before the medication is required.
- Pharmacy should only request medication on behalf of patient using computer counterpart of most recent prescription. (option 5 *)
- Notify GP of any non-dispensed items.
- Keep comprehensive records of all requests for audit trail including date collected or delivered items.
- Ensure patients are made aware of their regular practice medication review dates.
- Address any concerns of non-adherence and report any ongoing non adherence issue to the GP.

Patient agrees to :

- Be responsible for requesting their own repeat medication, where possible.
- Only request repeat medication required.
- To keep the counterparts print out from most recent prescription, to use when requesting medication, unless using the electronic methods.

- To discuss with pharmacy and practice any repeat medications that are no longer required or where you have excessive supply, to minimise waste.
- Inform practice and pharmacy as soon as possible of any changes affecting regular medication, to ensure that patient records are kept up to date.
- Attend medication reviews with the GP and medicine use review at pharmacy when requested.

Practice agrees to :

- Have a repeat prescribing policy.
- Provide and promote different methods for patients to request their repeat medication.
- Keep patient medication records accurate and current, particularly in respect of repeat medication dosages, paying special attention to 'when required' medicines.
- Reconcile and align medicines when patients move between healthcare settings particularly discharge from hospital and amend repeat accordingly.
- Routinely supply patients with the counterpart repeat prescription request slip.
- Respond promptly to communication from patient or pharmacy concerning repeat prescription items no longer required, excessive quantity, dosage clarification.
- Fulfil repeat prescription requests with two working days from point of ordering.