

Electronic Repeat Dispensing (eRD) - guide for pharmacists and pharmacy technicians to initiate in GP surgeries.

To help support the roll out of eRD in suitable patients, Pharmacists and Pharmacy Technicians from the ICB Medicines Optimisation Team may be asked to support practices that are NOT yet using eRD.

Prior to a member of the Medicines Optimisation Team initiating eRD prescriptions they must be competent to ensure they understand the process. The following learning tools must be completed:

3 min video which explains eRD <https://www.youtube.com/watch?v=zzaNeAaelAo&feature=youtu.be>

15 minute e-learning module <https://learning.necsu.nhs.uk/nhs-digital-electronic-repeat-dispensinglearning/>

Staff members involved with eRD initiation must also be familiar with the following handbook https://wessexahsn.org.uk/img/projects/Electronic%20Dispensing%20Handbook_Digital_WEB_S.pdf

Initial contact with surgeries and pharmacies:

eRD will only be rolled out in those practices where they have agreed they have capacity to spend some time to support the process of setting eRD up. This is because all clinicians and admin support staff require a thorough understanding of the process to enable them to manage the prescribing in the future.

Once practices have been identified and have consented to a member of the Medicines Optimisation Team to support the process, pharmacists and technicians will be assigned a practice to work with to identify suitable patients. The following steps should be taken:

1. **An agreement form must be set to the practice.** This to include names for members of the Medicines Optimisation Team assigned to the practice to enable access SystemOne. **Work on reviewing eRD patients should not begin until the form has been signed by the practice.**
2. **Smartcard number** of those members involved with the surgery must be sent to the practice manager or other deligated member of staff in the practice who can grant access.
3. **A process for dealing with any queries must be established with each practice.** This may be via 'tasks' within the clinical system to a specific inbox or clinician. The pharmacist or technician must establish with each individual practice how such queries should be dealt with. It is envisaged the number of queries will be low.
4. **Pre-designed searches** can be run once agreement is in place for the work to be undertaken and smartcard access has been granted. Please refer to 'Running searches in SystemOne / EMIS' for further details.
5. **All local pharmacies must be contacted and advised that the surgery is going to be initiating eRD.** In order for eRD to be successful, the pharmacy must be fully involved with the process so they

can support the patient. A record should be made in the patient's record of when the pharmacy was contact and the name of the pharmacist it was discussed with.

If the pharmacist or technician is unsure who to contact at the surgery, please liaise with a senior member of staff in the locality for advice:

- South Norfolk – Marian Crossland / Katie Woodcock
- Norwich – Fiona Marshall
- North Norfolk – Katie Woodcock
- West Norfolk – Maggie McDermott
- Great Yarmouth and Waveney – Jessica Adcock / Hayley Hurst

Patients who *may* be suitable for eRD:

Local searches

These have already been developed and are available on SystmOne which will identify the following patients who **may** be suitable for eRD.

Patients who already have a Community Pharmacy ETP nomination and:

- **have** a stable condition(s)
- have **not** had any unplanned hospital admissions in the last 6 months
- Have **not** had / nor likely to have any changes to their medicines in the previous/next 6 months
- Do **not** take any controlled drugs, benzodiazepines, hypnotics, medicines requiring frequent review e.g. lithium, methotrexate, unlicensed medicines. (Also any drugs with ongoing supply issues)

Suggested groups of patients to **start with** (*exclude care home patients and patients with regular PRN medication for now*)

See overleaf for NHSBSA list information and local clinical system searches to support this

- **Stable patients** with **less than 4 items** on repeat excluding drugs listed above but including one of:
 - levothyroxine
 - eye drops for glaucoma
 - oral contraceptives
 - metformin alone for hyperglycaemia
 - oral breast cancer drugs with clear end date
 - antihypertensives

NHS BSA – support for identifying patients

The NHS BSA are able to provide GP practices a list of NHS numbers for patient who **may** be suitable for eRD. The list can be obtained by the GP surgery by emailing nhsbsa.epssupport@nhs.net

The list includes patients:	excludes
With a single unchanged medicine for last 12 months	Patients age 18 years or under
With two unchanged medicines for last 12 months	Appliances
With three unchanged medicines for last 12 months	Personally Admin. Drugs & Medicines (PADM)

Who had their prescriptions sent via EPS	Dispensing Doctors
	Controlled Drugs
	FP10 MDA

Useful resources – *click links to access*

- **Academic Health Science Network:** [Wessex AHSN Electronic Repeat Dispensing Handbook 2018](#)
- **NHSBSA Resources:** <https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliancecontractors/prescribing-and-dispensing/electronic/erd-resources>
- **NHS Digital prescriber system specific prescriber eRD eLearning:** <https://learning.necsu.nhs.uk/nhs-digitalelectronic-repeat-dispensing-elearning/>

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