

Explaining eRD to a Patient
Crib Sheet for Patient calls during Covid-19 eRD project

INTRODUCTION

Hello, Mr/Mrs....? My name is ----- and I'm a pharmacist working for the NHS. I am currently supporting the ---- Practice to help them with their prescriptions at this unusual time.

Extra if needed: At the moment we have enough staff to process your prescriptions and doctors to sign them but in the coming weeks and months that may not be the case.

You have been highlighted as someone who may benefit from having a batch of prescriptions pre-authorised and sent to a pharmacy of your choice.

This system is called electronic repeat dispensing and essentially means that the pharmacy has access to a number of your prescriptions electronically which have been pre- authorised. They can draw these prescriptions down and make them up when you need them.

CONSENT

Is this a system which you would be happy to go on?

Can I just check that your preferred pharmacy it still -----? (Or ask them to nominate a pharmacy).

PRACTICALITIES

For your first prescription, I would advise you to give the pharmacy a few days' notice to make up the first prescription, especially at the moment whilst they are very busy. They can then tell you whether you will have to ask them for your next prescription or if they will automatically make it up shortly before it's due.

When you get your medicines from the pharmacy, they will need to know if there have been any changes to your medicines. Please tell them if you have seen a doctor, had any medicines started or stopped, or if there are any items you don't need at that time. They can then check that your prescription is still up to date and just issue you what you really need.

It is still important that you contact the surgery if you have any concerns about your medicines which you think need to be discussed, even if you are not due to have a review.

SUMMARISE

Please remember to contact your **pharmacy** when you need a prescription – not the surgery. Your pharmacy will remind you when your current batch of prescriptions is due to run out.

You might want to write down that this new system is called **repeat dispensing**. If you mention that when you talk to you pharmacy it will help them to find your prescription.

Extra if needed:

I can tell you a bit more about how it works...

How do you currently order your prescription? – Via the pharmacy or via the surgery?

If your pharmacy usually order for them for you then you will not notice a change.

If you order them yourself then you will no longer need to re-order or collect the prescriptions from the GP practice every time – only when the batch of prescriptions runs out. This is usually when you are due to have a review or a blood test. You will still need to contact the surgery at that point. The pharmacy will remind you to contact the surgery when the batch of prescriptions runs out.