

The NHS and medical centre are always looking at ways to improve the patient experience and reduce the time that GP's and administration staff have to spend authorising the issue of regular repeat medication. This frees up time and resources to allow us to see more patients in a timely manner. We have identified that you use the same medicines regularly; you will be able to benefit from using the NHS Electronic Repeat Dispensing (eRD) service. This means you won't have to re-order or collect your repeat prescriptions for your **regular** medicines from your GP practice every time you need more medicine. If you have other medication used as and when required, you will have to order these separately.

### **What happens next?**

#### **Step 1**

Some of your regular medications have been identified as appropriate to have on repeat dispensing. A GP or Clinical Pharmacist (CP) will authorise these medications and inform your nominated pharmacy.

#### **Step 2**

Collect your first eRD prescription from your pharmacy.

#### **Step 3**

Next time you need more medicines, go back to your pharmacy or telephone in advance to ask them to get them ready for you to collect.

Before dispensing the next issue of your prescription, your pharmacy will ask you the following questions:

- Have you seen any health professionals (GP, nurse or hospital doctor), since your last repeat prescription was supplied?
- Have you recently started taking any new medicines - either on prescription or that you have bought over the counter?
- Have you been having any problems with your medication or experiencing any side effects?
- Are there any items on your repeat prescription that you don't need this month?

If you don't need all of the medicines on your prescription, let the pharmacy staff know, so that they only supply the medicines you need. This will help to reduce waste and save the NHS money.

If you are going on holiday please let your pharmacist know so that your medication can be made available early.

#### **Step 4**

When your pharmacy supplies your last prescription, they will advise you to contact your GP practice to arrange for your medication to be reviewed and if it is clinically appropriate to

issue another eRD prescription. Your doctor, CP or practice nurse **may** want you to make an appointment to see them before they will authorise more eRD prescriptions.

### How does eRD work?

eRD is a process that allows a patient to obtain repeated supplies of their medication or appliances without the need for the prescriber to hand sign authorised repeat prescriptions each time. eRD allows the prescriber to authorise and issue a batch of repeat prescriptions electronically until the patient needs to be reviewed.

When a prescriber issues an eRD prescription each prescription contains:

- the intended interval between each issue of the repeatable prescription; and
- how many times the repeatable prescription can be issued.

The prescriptions are then made available electronically for dispensing at the specified interval (usually 28 days) by the patient's nominated pharmacy.

Should you choose to opt out of this service please contact the practice administration team to indicate that you do not wish to continue with eRD.

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### **ON-LINE ACCESS**



On-line access to book appointments, manage regular prescriptions and access brief medical details is available to all registered patients. New patients are usually registered automatically, unless they request to opt out.

If you would like to register for on-line access and haven't already done so please ask at the desk.

You will need to provide ID, ideally photo ID, or two other forms of ID with your name and address on. Once you have been given your initial user name and password you will be able to manage your account via a computer or other electronic device.

**Please note: we will only be able to give the on-line log-in details to the person to whom they belong for patient confidentiality reasons.**