

Repeat Dispensing – Making changes mid-batch

Any changes should be accompanied with robust 2-way communication between surgery and pharmacy.

Changes can be made mid-batch but **avoid** using the 'edit' option on EMIS. Editing an item on EMIS DOES NOT edit it on an EPS prescription.

Stopping an item

1. Inform the pharmacy that the item has been stopped
2. End the course on EMIS, remembering to input the reason for cancellation
3. Make sure that the "cancel issue" box is ticked, or the item will remain on the batch until they run out- there is no way to cancel it once you have "ended" the course and it is in past drugs.

Changing an item – change of drug, dose or strength

1. Inform the pharmacy about the change – many practices utilise a 'medication change' form as an additional step for audit trail purposes
 - If it is the only item on the RD script – ask the pharmacy to destroy all remaining scripts, or return them to the surgery for destruction
 - If it is part of a multiple item RD script – ask the pharmacy to mark that item as 'Not Dispensed' for all remaining batches
2. End the course on EMIS, remembering to input the reason for cancellation
 - Ending the course helps to keep the EMIS audit trail correct and is better than just editing the drug description, even if the change is just a dose change
 - If you choose to use 'edit' for a dose change, then you **MUST** still issue a new prescription – EPS scripts that are edited **DO NOT** show that edit at the pharmacy side, a new script is needed
 - Remember to tick the cancel issue box as before.
3. Supply a new prescription for the changed item(s) aligning the number of batches with the number the pharmacy has remaining
4. You will need to reset the number of batches in line with the normal quantity e.g. 4 or 8 **ONCE THE SCRIPT HAS BEEN ISSUED** (printed or signed electronically) - you cannot change the number until this happens.

Electronic Repeat Dispensing

IMPORTANT: If you cancel a prescription that you have sent electronically, this is only effective if the prescription is still sitting in the NHS spine. If the prescription is with the pharmacy, **then action needs to be taken straight away to prevent the item being provided to the patient (if not already supplied).**

If the prescription is with the pharmacy, then you will get the following message in a yellow bar at the top of the screen stating:

“Prescription cancellation for: **Prescription was not cancelled with dispenser, take manual means to cancel the prescription**”

Actions Needed:

- Contact the pharmacy ASAP.
- Find out if the item has already been supplied, if it has - do you need to contact the patient to advise them not to take it or take it differently to the dose instructions?
- If the item has not been supplied, the pharmacy should confirm that they are cancelling the item at their end.
- In the Medicines Management section on EMIS: Click on “cancellation rejections”
 - If the pharmacy has advised that it has already been supplied, mark as “Leave as issued”
 - If the pharmacy has advised that they are cancelling it, mark as “Mark as cancelled”
 - Click on “process” at the top of the screen.

If the message displayed is that the **Prescription was not cancelled with dispenser; dispensed to patient**

Actions Needed:

- Contact the pharmacy ASAP - the pharmacy has indicated that this item has already been supplied to the patient.
- You must contact the patient if they need to make urgent changes to their medication.
- In the Medicines Management section on EMIS: Click on “cancellation rejections”
 - Mark the cancellation rejection as "leave as issued"

For all changes, consider how urgently the change needs to be made

Find out from the pharmacy when the next batch is due and unless high risk to the patient to remain unchanged, make it from the next batch.