



Cancellation

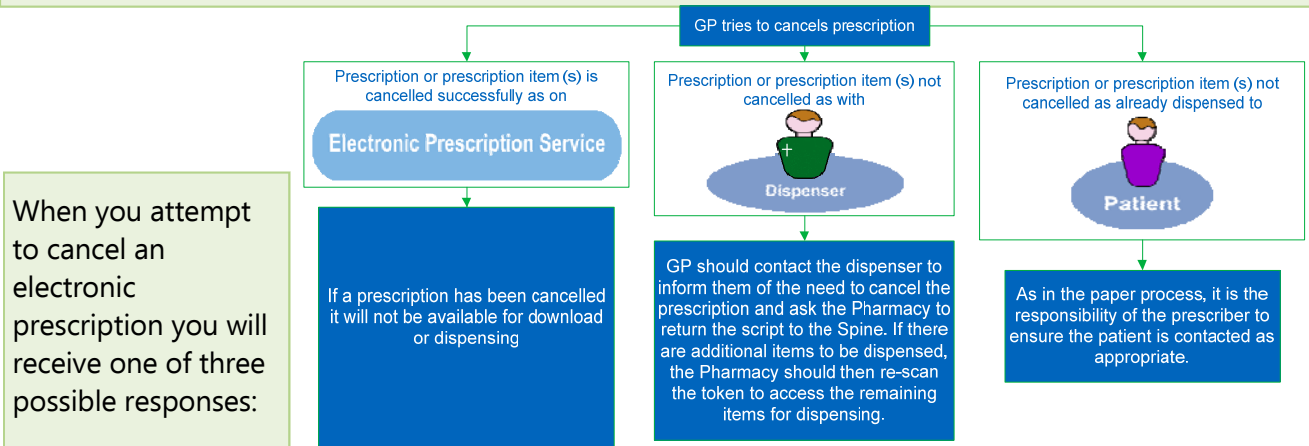
Factsheet for GP practice staff

Top tips...
Decide who needs to be able to cancel prescriptions in the GP practice and ensure they have sufficient rights on their Smartcard.

Electronic prescriptions can be cancelled at any point until they are dispensed to the patient.

Prescribing staff and admin staff with cancellation as a specific activity added to their Smartcards will be able to electronically cancel prescriptions created at that practice.

Whole prescriptions or individual items on a prescription can be cancelled. If something needs to be changed, the prescription or individual item must be cancelled, a new prescription should be generated, and as now, the patient and pharmacy should be informed of the change to avoid any confusion.



1

A successful response confirming the prescription has been cancelled. In this case a new electronic prescription can be generated and sent to the nominated pharmacy so the patient does not need to return to the GP practice. You can add additional notes to the right hand side for the pharmacist or patient to provide further information.

2

An unsuccessful response confirming that the prescription cannot be cancelled because it has been downloaded at the pharmacy. In this case you should contact the pharmacy (the details will be on the screen) and request that they return the prescription to the Spine where it will be automatically cancelled. If there are additional items to be dispensed, the pharmacy should then re-scan the token to download the prescription to access the remaining items for dispensing.

3

An unsuccessful response confirming that the prescription cannot be cancelled because it has been dispensed to the patient. In this case the GP should contact the patient and advise them of the next steps, for example ask them to return to the pharmacy to collect a new prescription.

If you cancel a repeat dispensing (batch) prescription; all outstanding prescription issues that have not been dispensed to the patient will be cancelled automatically. It is also possible to cancel individual items on these prescriptions.