

Repeat Prescription Workshop June/July 2016

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Learning Objectives



- To support the implementation and management of a robust repeat prescribing system.
- Promote safe and effective repeat prescribing in the practice.
- Ensure patients have timely reviews.
- Promote audit and review of repeat prescribing systems.
- Reduce waste caused by inappropriate repeats.
- To share experiences and good practice (all discussions are in confidence).

Why Is This Important?



- Minimise Risk.
- Need for good procedures – quality assurance.
- Improve clinical management of patients.
- Reduce waste.
- Reduce hospital admissions in the elderly.
- Fraud - possible if systems are poor.
- Implications from errors, waste and fraud.

Repeat Prescription Audit (February 2016)



- Over 1000 patients reviewed
- **6.7%** of all items requested (from all sources) were not actually required
- i.e. **1 in every 15 prescription items**
- Equivalent of **£2.7m** per year across Wiltshire

Publicity Campaign June 2016



PRESCRIPTION

Only order and collect what you need

Wasted repeat prescriptions costs Wiltshire
£2.7million every year

Once you take medication home, it can't be reused
and will have to be incinerated, even if it's unopened



The right healthcare, for you, with you, near you

Repeat Prescriptions

We spend £5.8m per month in Wiltshire on prescription drugs in primary care

Approximately 450,000 items are prescribed each month in Wiltshire

62% are repeat prescriptions

Of these, 10% are 'when required'

Often these medicines are being ordered more regularly 'just in case'

Significant Financial Impact

Estimated annual saving based on
average item cost of £7.58

Reduce by
10 items
per day

£19,507

Reduce by
20 items
per day

£39,014

Reduce by
30 items
per day

£58,522

Target Item Data

Items Per Prescribing Day For Your Practice	Number of Items Needed To Reduce Per Day For Your Practice

What happens to waste/unused medicines?

All medicines returned to a pharmacy / dispensing practice are incinerated

- This applies to **all** medicines that have left the pharmacy even if the packaging is intact

It costs £42,000 per year to collect and incinerate the returned medicines

- Actual cost of the medicines collected and incinerated unknown

Waste Horror Story



23 x Desmopressin
0.2mg (£88 each)
7 x Desmopressin
0.5mg (£44 each)

Total Cost
£2,331.13

Matthew Tennyson, London Pharmacist, Facebook

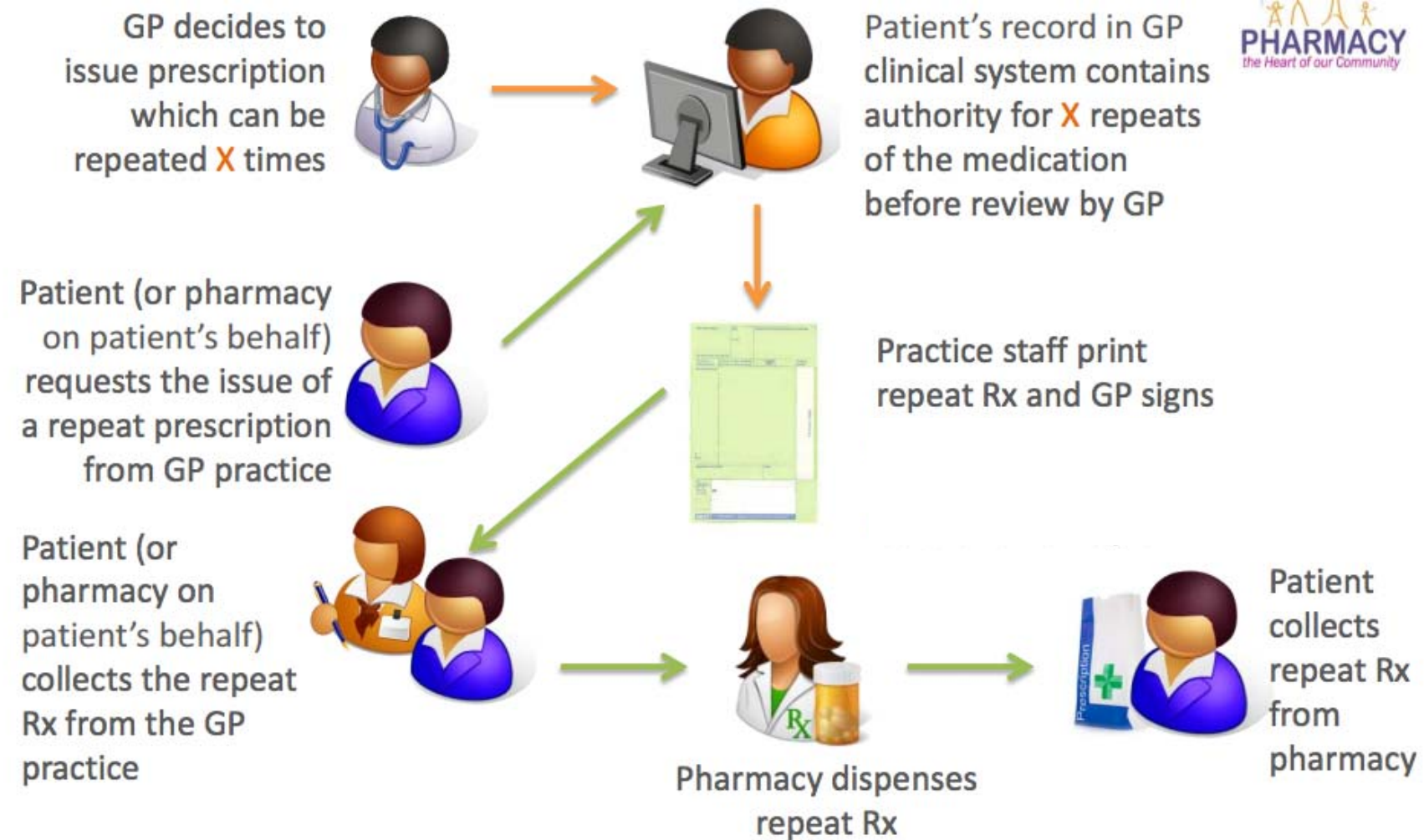
Repeat Prescription Definition



- Repeat prescribing is a partnership between patient and prescriber that allows the prescriber to authorise a prescription so it can be repeatedly issued at agreed intervals without the patient having to consult the prescriber at each issue.

A typical repeat prescribing system

The Pharmaceutical Services Negotiating Committee - PSNC Briefing 001/14:
Repeat Dispensing and EPS. 2014



The Clinicians' Responsibilities



- Add medication to repeat
- Setting up the template correctly with appropriate review dates – synchronizing these with other meds wherever possible.
- Undertake and document timely medication reviews to ensure safety of repeat prescribing.
- Ultimately responsible for all prescriptions they sign.
- Respond to prescription queries from the team in a timely manner

Patient Responsibilities



- Order within an appropriate time frame
- Only order what is needed
- Do not stockpile
- Understand significance of medication review

Nominated Prescription Clerk Role



- Develop protocols to minimise excess prescriptions being generated and review them, where necessary, to ensure they are fit for purpose.
- Lead by example and ensure everyone who issues a repeat prescription is working to the protocols.
- Be proactive in motivating team to reduce the number of inappropriate prescriptions issued per day.
- Engage with Meds Man if need further support.

Prescription Team



- Ensure follow protocols at all times
- Carry out necessary checks to ensure prescription appropriate for every item
- Work well together to provide a seamless service
- Raise issues/concerns

What Is Happening Now?



Scenario Work – Sharing Current Practice

'The right healthcare, for you, with you, near you'

Communication Methods (1)



GP

- Note on Generated FP10
- Task
- Patient Request Medication Icon
- Note Attached to Rxn Request
- Attach note to Electronic Rxn so flashes up before GP authorises.

Patient's Record e.g Colleagues

- Admin Notes on medication
- Script Notes on medication
- Patient Requested Medication Task
- Journal
- Patient Plan (yellow sticky note)

Communication Methods (2)

Pharmacy

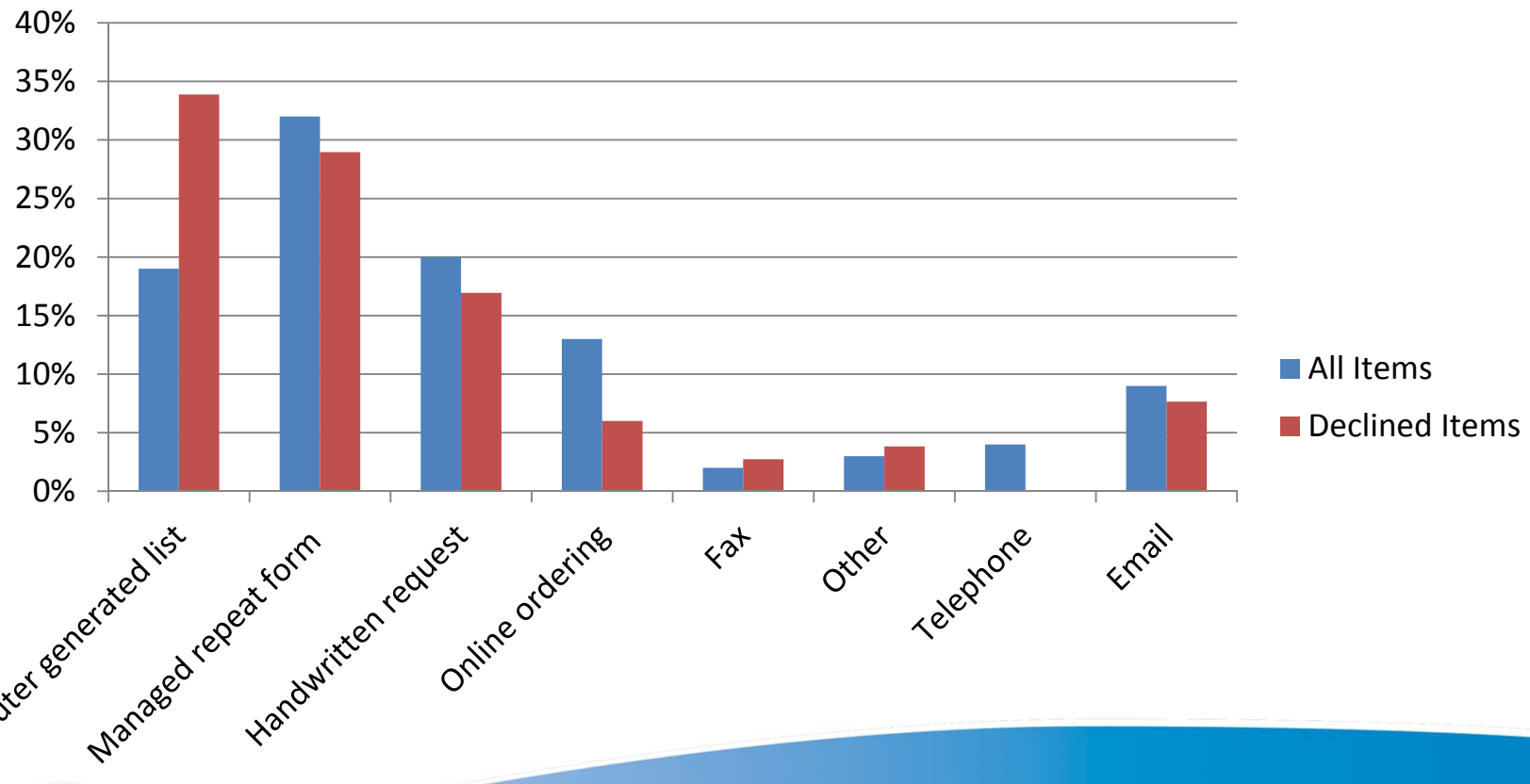
- Phone Call
- Fax
- E-Mail
- Note attached to Repeat Request via delivery drivers

Patient

- SMS
- Phone Call
- E-Mail
- Note via pharmacy
- Script Note

Ordering Methods From Audit

Comparison of Order Methods



'The right healthcare, for you, with you, near you'

Managed Repeats

- Clearly identified and segregated by pharmacy.
- Make sure the practice knows how early these are put in so can be dealt with in reasonable time period.
- All queries should be communicated back to pharmacy.
- Be aware that patient requests what they think they will need when they collect their medication so things may have changed.

Electronic Prescriptions



- Do you know how to track an EPS script?
- Do you know how to cancel them?

Controlled Drugs And EPS



- Legislation came into force to allow Schedule 2 and 3 CDs to be prescribed and dispensed on EPS in July 2015.
- Community pharmacy systems have been asked to consider when they will be able to implement the changes.
- No information re timescales.

Follow Up Plans – Your Role



- Update Prescription Protocols using template provided
- Shadow colleagues and share discussion today with the rest of the team
- Put together an “issuing prescription support pack”
- Discuss with GPs re fine detail of protocol
- Share protocol with community pharmacy so they know what to expect
- Update us on your progress

Our Commitments



- Provide an Overarching Repeat Prescribing Protocol Template (available shortly after workshops)
- Continue to provide useful documents to help so let us know what you need
- Support practices as required

We will contact you in September for an update and check progress