

Communication

- Recognised need for more regular communication amongst prescription staff – encourage regular meeting
- Share learning points from workshop with practice
- Communicate with GPs
- Communicate with practice pharmacist
- Meeting with GP/Practice Management to discuss next steps
- Involve whole practice e.g respiratory nurse, diabetic nurse, receptionists, call handlers.
- Communicate with community pharmacy/swap jobs/explain protocols

Protocols

- Develop and review current protocols for prescribing – are they fit for purpose? Do they cover the scenarios discussed?
- Protocol for Inhalers/Insulin
- Protocol for Contraception
- Urgent Prescription Policy
- Put together a reference pack for issuing repeat prescriptions
- Formulary Awareness

IT/TPP Help

- EPS tracker
- Promote the advantage of online ordering – check settings to customise online ordering: messages to patient as to when medicines will be ready/can they order acutes?
- Patient Plans
- Use Patient Requested Medication Icon (for acute/past issued items)
- Use the action point timeline on medication screen
- Spend time on a test patient in clinical system to familiarise yourself with different ways of working/ options
- Look into irregular repeat template set-up

Scenario Specific Actions

- Ventolin – Review salbutamol issues with asthma nurse to change issue duration to 84 days (or as considered appropriate by GP/Asthma nurse)
- CD Record sheet for collection by pharmacy – review CD process
- Check insulin units and issue duration in a more meaningful way
- Check issue durations on templates for all prescription requests
- Checking everyone working in the same way
- Review managed repeats and discuss with local pharmacies
- Look into collection date reset when patient orders online
- Review queries/tasks generated for Duty Doctor
- Review use of paper white slips (notes)
- Review pending box – is this efficient use of staff time
- Check with patient more regularly if really needed or if ordering early
- Notice medication that is not being ordered
- List of medication we can remove from repeat to tidy repeat templates
- Discuss with care homes re their policies of ordering medications