A guide for Cancelling and Amending prescriptions Electronic Repeat Dispensing (eRD)

For EmisWeb® and SystmOne®

There will be occasions when it is necessary to cancel an existing eRD:

- If an eRD has been set up for a patient and partway through the batch, there has been a change to one of the medications or one of the medications is no longer suitable, this will need to be cancelled.
- If the patient leaves the surgery any outstanding eRDS should be cancelled by the surgery.

eRD allows the cancellation of an item or the whole prescription, where an eRD has not been downloaded by a pharmacy it remains on the NHS spine and the remaining prescriptions for that item or the full prescription are subsequently cancelled.

Individual items on an eRD cannot be amended or new items added to the original eRD. Therefore, if a dose change is required, the item needs to be cancelled and a new eRD generated.

There are two options for patients with multiple items on eRD where an item requires cancellation:

A. Cancel all outstanding items and replace with a new eRD, including the new item/amended dosage change.

B. Cancel the individual item(s) – check when the next issue of the existing eRD prescription is due and generate a one-off acute prescription to cover the quantity required until the date of the next issue of the original eRD. Create a new eRD prescription to start at the same time as the next issue of the existing eRD prescription with enough issues so that all prescriptions end at the same time. "Synching" prescriptions in this way ensures that all the patient's prescriptions are received by the dispenser on the same day and supports interaction checking.

It is always good practice to communicate with the patient's nominated pharmacy about any changes made to eRD prescriptions; this can be done via the electronic note to dispenser within the new eRD prescription. However, if the pharmacy has already downloaded the prescription from the NHS spine the practice **must** contact the patient's nominated pharmacy to alert them of the change and stop supply of changed medication to avoid patients unintentionally receiving medication no longer prescribed for them.

Cancellation Messages:

Unsuccessful cancellation, 'with dispenser' – the system will inform the practice staff member of the dispenser's contact details to enable them to contact the dispenser and request the prescription is returned to the NHS Spine. Once the dispenser has returned the prescription to NHS Spine the practice staff member will receive a successful cancellation response and the patient record will automatically be updated.

Unsuccessful cancellation – 'dispensed to patient'. It is the responsibility of the GP practice to contact the patient directly in order that the intended cancelled items are not administered. The

patient record must then be manually updated to reflect the cancellation status. This message will only be received once the final issue has been dispensed to the patient.

No response from system – You cannot assume the prescription or item has been cancelled. Follow existing cancellation procedures for paper-based prescriptions.
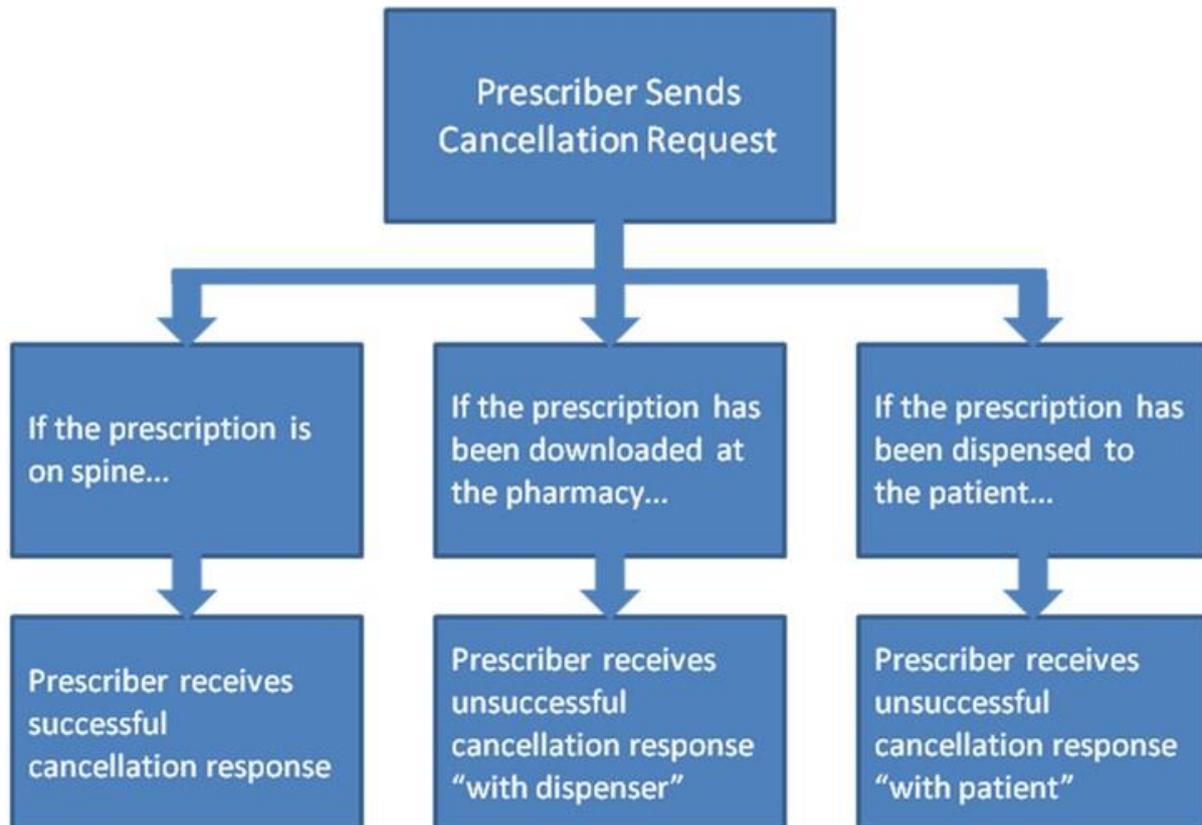
The Process for cancelling or amending eRDs on SystmOne®

If one item on a multiple item prescription needs to be **stopped** and not replaced or amended, it can be stopped on the repeat template using the stop option . This will cancel the item off all remaining future prescriptions on the spine.

The practice staff member will then receive a task to confirm the prescription has been cancelled successfully or the message will ask the practice staff member to contact the pharmacy if the script has been downloaded by the pharmacy. The practice staff member will need to ask the pharmacy to return the prescription back to the spine for cancelation or if it is one of a number of items to mark it as "ND" not dispensed. If the prescription has been dispensed and issued the practice staff member will have to contact the patient
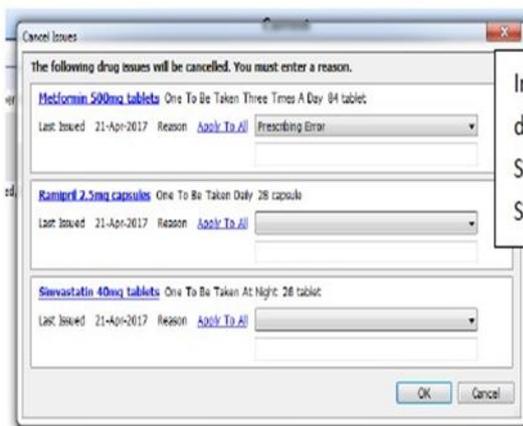
A new eRD prescription can then be downloaded by the pharmacy.

The Process for cancelling or amending eRDs on EMIS®

A) Using the Cancelling medication option:
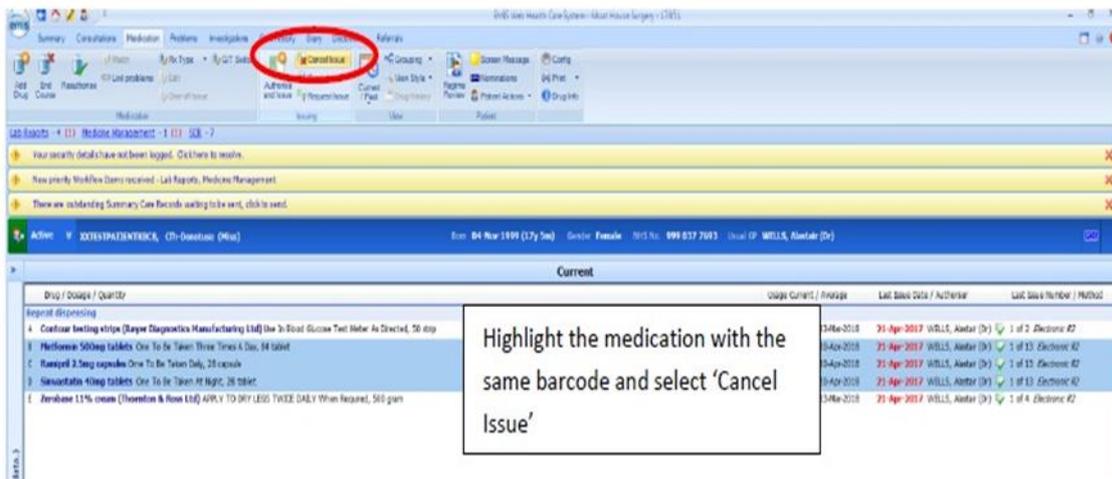
Highlight the medication with the same barcode and select 'Cancel Issue'

Indicate the reason for cancellation from the drop down box

Select 'Apply to All' if applicable

Select Ok

B) Selecting the "end the course" option:

If you need to stop a drug and switch it for another – then you can click 'End Course' which will prompt this box. From here you can choose to leave the current issue and cancel all future issues (this would be the first box 'Cancel dispenses 2 to 6 (out of 6)'), or you can cancel everything, so the patient stops immediately, this is 'Cancel all dispenses'.
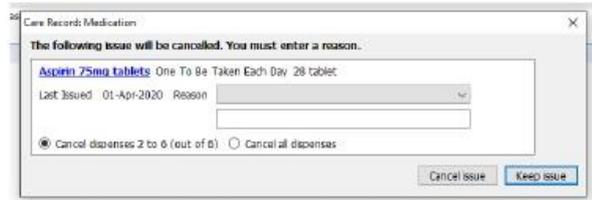
This will then prompt this warning, to tell us we are about to cancel the EPS prescriptions – we just click OK, to this.

If a warning message appears saying 'unable to cancel as already with dispenser' you will need to ring the pharmacy and ask them to return the prescription to the spine so you can cancel this item.

The practice staff member will then receive a task to confirm the prescription has been cancelled successfully or the message will ask the operator to contact the pharmacy if the script has been downloaded by the pharmacy. The operator will need to ask the pharmacy to send the prescription back to the spine for cancelation. If the prescription has been dispensed and issued the operator will have to contact the patient. An amended eRD prescription can then be downloaded by the pharmacy.