

# "A Doncaster wide initiative"

From Community Pharmacy Doncaster (LPC) supported by Doncaster LMC

Dear GP/Practice Manager

Over the years, the NHS has moved towards adopting the Electronic Prescription Service (EPS), which has given rise to an expectation that a prescription will be ready shortly after it has been requested.

Sadly, it is not possible to have every patient's prescription ready for collection as soon as the EP is sent.

This is because there are several complex checks and steps that need to take place to ensure the right drug is sourced, checked, and dispensed to the right patient. Further, community pharmacy is establishing an extended role with patients to support primary care and needs more time to be able to do this safely.

## **48 hours between prescribing and dispensing of repeat medicines is not consistently possible.**

We are moving to a **7 day prescription order & collection timeframe for regular repeat prescriptions**. Please help us promulgate this message by supportively explaining to patients the need for such a change.

It is important to note, that the 7-day timeframe does not apply to acute or urgent medication.

## **We have taken time to engage with patients, pharmacy providers, LPC and LMC**

We fully appreciate that there are organisational and workload consequences to this change.

We have been reassured that your LMC will support you to understand any adjustments that you may choose to make to facilitate this initiative.

We will roll out this initiative slowly over 2-3 months to ensure that we maintain patient confidence in the service and to maintain overall system stability. Local pharmacists will be working hard to support this change and to alleviate anxieties and solve unforeseen problems.

## **We are aware that you may have some concerns about these changes**

The first prescription following the change will need to be issued 10 days early. Subsequent prescriptions will follow the usually 28-30 day pattern and therefore will not result in chronic stockpiling of medicines.

Primary care team members who process prescriptions will need to know about the changes to ensure that prescription requests are not accidentally rejected when the patient is ordering their medicine 10 days in advance, for the first prescription.

Particular care will need to be made of checking requests for controlled drugs.

If you have any questions relating to the information in this letter, please do not hesitate to contact your Local Pharmacy Team or Doncaster LMC.

With thanks in anticipation of your support in this matter.

Community Pharmacy Doncaster (LPC) and Doncaster LMC

