

## Electronic Repeat Dispensing: Frequently Asked Questions

### What is Electronic Repeat Dispensing (eRD) and how does it work?

eRD, sometimes known as 'batch prescribing' is when your prescriber (normally your GP, practice nurse or practice pharmacist) prescribes a batch of prescriptions electronically which get sent to your community pharmacy for them to dispense to you at specified intervals until the batch is finished.

This process means that you are able to obtain repeated supplies of your medicines or appliances without the need for your prescriber to sign the prescriptions every month as they will have signed them all at the start of the batch.

### What does this mean for me?

- You will not have to re-order or collect your repeat prescriptions from your GP practice every time you need more medicine until your eRD batch runs out (your prescriber will tell you when that is)
- You can collect your medicines from your pharmacy at regular intervals for up to 12 months without having to contact your GP practice
- Your prescriber will decide how often you should collect your prescription and how long the batch will last for
- You do not need to order your medication each month as it will automatically arrive in the pharmacy
- When you get to the end of the 'batch' of eRD prescriptions, you will need to contact your surgery who will advise whether you need to book an appointment to see your regular prescriber

### Do I need to see my prescriber before I get a new eRD batch of prescriptions?

It is very likely that your prescriber will wish to conduct a medication review and/or tests to make sure that it is safe for you to get your medicines in this way.

### Do I need to sign anything before I start?

Not necessarily. Your prescriber will need consent from you before prescribing a batch of eRD prescriptions but this can be written or verbal. \*please see supplementary covid19 notes\*

### Does this mean I can't speak to anyone about my medication?

No, your pharmacy will ask you four simple questions every time you collect your eRD prescription to ensure that your medicines are still working and are still safe for you. Whilst you are there or at any other time, you can discuss your medicines with your pharmacist.

### What do I do when my batch runs out?

Your Pharmacy will tell you when you collect your final prescription of the eRD batch, you will then need to contact your practice who will advise you whether you need to book an appointment to see

your prescriber for a medication review and to discuss whether it would be appropriate to prescribe another batch for you.

### **What if I need another prescription because I'm going on holiday?**

If you're going away and will need another prescription to get you through until you get back, let your pharmacy know. The pharmacy staff are able to dispense another prescription for you from the batch (providing it is not the last of the batch of eRD prescriptions) to last until you get home.

### **Is eRD suitable for everyone?**

No, it is only suitable for certain patients' taking certain regular medicines whose medical condition is described as "stable" by their prescriber.

### **Do I have to use the same Pharmacy?**

No, you are able to use any Pharmacy of your choice but you will need to notify either your GP practice staff or your pharmacy if you wish to change pharmacy so that the prescriptions are dispensed at the correct Pharmacy.

### **Do I need to tell the Pharmacist anything when I collect my prescriptions?**

Yes, if there has been a change in your condition or if you are taking other medicines not prescribed by your prescriber, you should tell your pharmacist so that they can check if it is safe to take with your regular medicines. Your Pharmacist will ask you four questions relating to your medicines each time you collect your prescription.

### **Do I need to pay for this service?**

No, this is an NHS service. However, if you usually pay for your prescription, you will still need to do so as normal.

### **How often do I need to go to the Pharmacy?**

Your doctor and Pharmacist will tell you but this is likely to be once every four weeks.

### **Does the Pharmacist need to give me everything that is on my batch prescription?**

No, not if you have plenty of one or more medicines left at home that will last until your next prescription is due. You can tell your Pharmacist that you don't need the item this time and it will still be available for you to have next month.

### **What should I do when my first set of medicines are about to finish?**

You should go back to your Pharmacy and they will give you your next batch of medicines.

### **Who do I talk to if I think I am having side effects from my medicines?**

If you have problems, speak to your Pharmacist. He/she may ask you whether your medicine is helping you and may contact your doctor if this is not the case. Please do not worry about this, your Doctor or Pharmacist will not make any changes to your medicines without talking to you first.

### **What happens if I pay for my prescriptions?**

You have to pay a prescription charge for each item every time you get a prescription dispensed. You may find that a prescription pre-payment certificate could save you money. Ask your Pharmacist for more details.

### **What happens if I forget to collect my medication and the Pharmacy is closed for the weekend or a bank holiday?**

You may be able to obtain your prescription from another Pharmacy that is open. You will need to give the open Pharmacy permission to access your Summary Care Record to find your NHS number (if you do not already know it). They may use your NHS number to 'track' your prescription and if your regular Pharmacy has not already 'pulled' your prescription down from the NHS spine, the open Pharmacy may be able to do so and dispense your prescription from this, if they have the stock.

You can find a Pharmacy's opening times using the NHS Choices website.