



Department of  
**Health, Social Services  
and Public Safety**

An Roinn

**Sláinte, Seirbhísí Sóisialta  
agus Sábháilteachta Poiblí**

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# **Repeat Dispensing**

## Standard Operating Procedure





# Standard Operating Procedure

Master Copy



Training Copy



<b>Title</b>	Repeat Dispensing
<b>SOP Number</b>	Assign this SOP a number
<b>Version</b>	1
<b>Effective Date</b>	Enter date
<b>Review Date</b>	Enter review date (normally 12 months from effective date)
<b>Superseded Version Number &amp; Date (if applicable)</b>	

## Purpose

This Standard Operating Procedure (SOP) describes the repeat dispensing process in this pharmacy.

To ensure that the repeat dispensing service is operated in a safe and secure way by pharmacists, pharmacy staff and locums.

To ensure that pharmacists, pharmacy staff, locums, GP practice staff and patients/patient's representative understand how the scheme works.

**Note: You could make this section more detailed to reflect your own pharmacy practice**

## Scope

This procedure covers repeat dispensing services operated between this pharmacy and local GP practices (enter the practices in your area) within the locality for those patients who wish to take advantage of them.

Practice Name	Address	Phone No	Contact Name



## Procedure

This section covers how the repeat dispensing service is operated in this pharmacy.

### 1. Receipt of the prescription

***Follow normal procedure as per SOP (enter title and number) with the following additions:***

- Upon receipt of the repeatable prescription, the pharmacy staff should confirm that the patient/patient representative is aware that the prescription is part of the repeat dispensing service and ensure that the patient / patient representative is aware how the service will operate and that the pharmacy has a copy of the patient consent form. If there is any doubt that this is not the case, the pharmacist must be informed
- Explain to the patient that all the batch issues must be obtained from the same pharmacy
- Inform the patient that the pharmacy will retain the repeatable prescription and they should leave the batch issues as this would be more convenient, would keep the batch issues safe and allow the pharmacy to plan their workload more effectively. However, if they wish they may keep their own batch issues
- If patients decide to keep their own batch issues, explain that they need to remember to get them dispensed before they run out of their medication and they will not be able to have them dispensed in another pharmacy
- Remind the patient that the pharmacist may need to contact their GP and that all information will be kept confidential

### 2. Assessment of the prescription for validity, safety and clinical appropriateness

***Follow normal procedure as per SOP (enter title and number) with the following additions :***

- Check that the repeatable prescription is computer-generated
- Check that the GP has signed the repeatable prescription as this is the legal prescription under the Medicines Act
- Check that the repeatable prescription is in date (it must be dispensed for the first time within six months of being issued)
- Check the repeatable prescription states the number of issues authorised (up to 12)
- Check that there are the correct number of batch issues to match the number of issues authorised
- Check the number of batch issues and their likely validity over time (batch issues can only be dispensed during the time that the master repeatable prescription is valid – 12 months from the date of issue)
- Check that the necessary information is present (e.g. directions and quantity) to enable the dispensing intervals to be calculated
- Check that the medicines are synchronized to a common dispensing date

## Procedure

### 2. Assessment of the prescription for validity, safety and clinical appropriateness continued

- Check for 'PRN' items, these should be on a separate repeatable prescription form
- Check for any items which are not suitable for inclusion on a repeat prescription i.e. antibiotics
- If a medicine is changed or a medicine is added during the lifetime of a repeatable prescription, a new repeatable prescription and accompanying set of batch issues must be issued by the GP for the new/amended item. This new repeatable prescription should be valid for the same length of time as the original repeatable prescription, so as the patient gets reviewed by the GP at the appropriate time. Alternatively, the GP may prefer to issue a new repeatable prescription for all items not just the amended item
- Check whether the patient has signed and completed the back of the batch issue (NB: patients do not sign or complete the back of the repeatable prescription)

### 3. Making interventions and problem solving

**Follow normal procedure as per SOP (enter title and number) with the following additions:**

- Check that the patient's condition remains stable and that the patient is; taking or using the medicines, appliances, or reagents appropriately and safely, and requires each item to be dispensed (may be the patient's representative)
- Check whether with the patient is experiencing any side-effects (may be the patient's representative)
- Check that there have been no changes to the patient's circumstances since the last supply e.g. hospital outpatient clinic visit, any new symptoms etc.
- Check with the PMR and verbally with patient if there may be any other reasons why any items should not be supplied
- Check if the patient is taking any OTC products which could cause any problems
- If an intervention has been made, code the batch issue with the **intervention code 97001**
- If an item has not been dispensed, code the item with the **non dispensing intervention code 97002**
- Use the duplicate practice / pharmacy communication form to inform the GP about any of the following:
  - Errors
  - Omissions
  - Unsuitable drugs
  - Compliance problems
  - Early requests
  - Adverse drug reactions
  - Medicines no longer required
  - Medicines management issues
  - Patient no longer stable
  - Other (e.g. change pharmacy)

## Procedure

### 4. Assembly and labelling of required medicine or product

***Follow normal procedure as per SOP (enter title and number) with the following additions:***

- Before supplying subsequent batch issues check that the pharmacy holds the repeatable prescription and that it has not expired
- Check that the pharmacy holds the repeatable prescription and batch issues if the patient does not present one (NB There is no legal requirement to dispense in numerical order, but it is good practice and should help avoid confusion)
- Check that any problems detected with the repeatable prescription are corrected and reflected in batch issues
- Check that the medication is due and that the patient is concordant with the medication regimen
- When dispensing PRN items check the time interval since the last supply, use discretion as to whether supply is appropriate
- If the patient doesn't want all of the items or full quantities, endorse the batch issue with the quantity supplied or for medicines not dispensed use **the non dispensing intervention code 97002**

### 5. Checking procedure

***Follow normal procedure as per SOP (enter title and number) with the following additions:***

- Check the batch issue against the original repeatable prescription, to ensure that it is in date and that any problems with the repeatable prescription have been corrected and amended in the batch issue accordingly
- Check the assembled medicines and batch issue against the PMR and ensure that all appropriate changes have been made and there are no discrepancies
- If there are any concerns about safety or appropriateness contact the GP directly or advise the patient to contact their GP
- Inform the GP if items are not supplied or if there are any problems using the agreed communication process (**give details of local procedure**)
- If retaining batch issues on behalf of the patient, file the repeatable prescription and batch issues in a safe and secure designated place within the pharmacy (**give details**)

## Procedure

### 6. Transfer of the medicine or product to the patient

**Follow normal procedure as per SOP (enter title and number) with the following additions:**

- Advise patient of the specified time interval before the next batch issue can be dispensed
- When the last batch issue is dispensed advise the patient to return to the GP for medication review and, if deemed appropriate, obtain a new repeatable prescription

### 7. Record keeping and completion of documentation

**Follow normal procedure as per SOP (enter title and number) with the following additions:**

- Batch issues should be coded and submitted to the CSA with details entered on the HS30 at the end of month in which they were supplied
- The repeatable prescription should only be submitted to the CSA only when; all the batch issues have been supplied, the repeatable prescription has expired, or if the prescribed medication is no longer required by the patient
- If a medicine is changed or a medicine is added during the lifetime of a repeatable prescription, a **new** repeatable prescription and accompanying set of batch issues must be issued by the GP for the new / amended item. This **new** repeatable prescription should be valid for the same length of time as the original repeatable prescription, so the patient gets reviewed by the GP at the appropriate time
- Alternatively, the GP may prefer to issue a **new** repeatable prescription for all items not just the new / amended item. The **old** repeatable prescription should then be endorsed no longer valid and forwarded to the CSA and any remaining batch issues should be destroyed and a record kept of the destruction (**give details**)
- Any changes to the patient's repeatable medicines must be recorded (in the patient's PMR) and reported to the patient's GP where appropriate using the agreed communication process