

The prescription is missing!

Putting patients first- resolving EPSR2 issues locally

The full Electronic Prescription Service (EPS-R2) started in Southampton at the end of February 2014 and will be progressively rolled out across the city as part of a planned implementation programme. With EPS-R2, surgeries will no longer need to issue paper prescriptions (FP10) but instead will be able to prescribe medications using electronic messages.

As we all know, from time-to-time paper prescriptions go astray and the same is true for electronic prescriptions. For a variety of reasons electronic prescriptions issued by the surgery may not be received by the nominated pharmacy. In order to ensure that patients receive their medication in a timely way and to avoid undermining patient's confidence in electronic prescribing, GP Surgery and Community Pharmacy staff need to agree how they will respond when prescriptions go missing.

What should you do.....?

In the pharmacy

The patient arrives at the pharmacy expecting an electronic prescription which has not been received by that pharmacy

Action 1. Check with the patient how and when the prescription was requested

? Is this an acute prescription? If so, when was the prescription issued? Prescriptions may take several minutes before they are available to download.

? Is this regular medication? If so, how and when was it ordered? Is the prescription overdue or is the patient's expectation unreasonable? Repeat prescriptions may take 48 hours or more to be processed and available at the pharmacy.

? Is this an electronic Repeat Dispensing prescription? This type of prescription can only be downloaded once the previous prescription in the batch has been completed (fully dispensed or items marked as not dispensed).

Action 2. Poll (request prescriptions) from the spine to see if the prescription has recently become available to download.

Action 3. Check the patient's nominated pharmacy using your PMR system to confirm which pharmacy should have received the prescription. If not your pharmacy, direct the patient to the registered nominated pharmacy or if the patient is unwilling to travel to that pharmacy, ring to

arrange for the prescription to be returned to the spine, from where it can be downloaded following a change to the registered patient nomination.

- Action 4. Search for missing prescriptions using the HSCIC prescription trace facility available at <https://portal2.national.ncrs.nhs.uk/prescriptionsadmin> (needs N3 connection and smartcard) using the prescription patient NHS number if you have this on your computer system i.e. the patient has been to you before.
- Action 5. If no prescription is available, contact the surgery to check that the prescription has been sent (prepared, electronically signed by the prescriber and posted to the spine). If it hasn't, ask them to release the prescription. If it has been released but is still not available, then ask them to print a prescription token and fax it to you.
- Action 6. Dispense the medication using the information given on the faxed prescription token. A legal prescription will need to be received later to authorise this supply. If this is not forthcoming within a reasonable timeframe, contact the surgery requesting them to cancel the original prescription and to issue a replacement prescription, either electronically or as a paper FP10.

In the surgery

The surgery is notified by the pharmacy that a patient has arrived to collect their medicines but an electronic prescription has not been received as expected at a pharmacy.

- Action 1. Check that the expected prescription has been generated and check whether it is an electronic or a paper prescription.
- Action 2. If the prescription is electronic, check that it has been signed by the prescriber and posted to the spine. If a paper FP10 was issued, check to see if it has been signed and whether it is awaiting collection from the surgery.
- Action 3. If requested to do so, print a prescription token for the missing electronic prescription and send/fax this to the pharmacy to enable them to supply the patient's medication.
- Action 4. If the prescription remains missing for more than a day, the original prescription should be cancelled and a replacement, either electronic or paper, provided to the dispensing pharmacy.
- Action 5. If an electronic prescription has gone missing, it can be searched for using the HSCIC prescription trace facility available at <https://portal2.national.ncrs.nhs.uk/prescriptionsadmin> (needs N3 connection and smartcard) using the prescription GUID number or patient NHS number.

