



**Patient-led
Medicines Ordering
Stockport**

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Objective

To understand the proposal for patient-led ordering

Benefit to Practices and Patients

Progress in Stockport

Overview of NHS app

Electronic repeat dispensing

DigiKnow and Starting Point

Aims

To empower patients to take control of ordering their medication within their capacity

To increase uptake of online ordering- using the NHS App or other systems

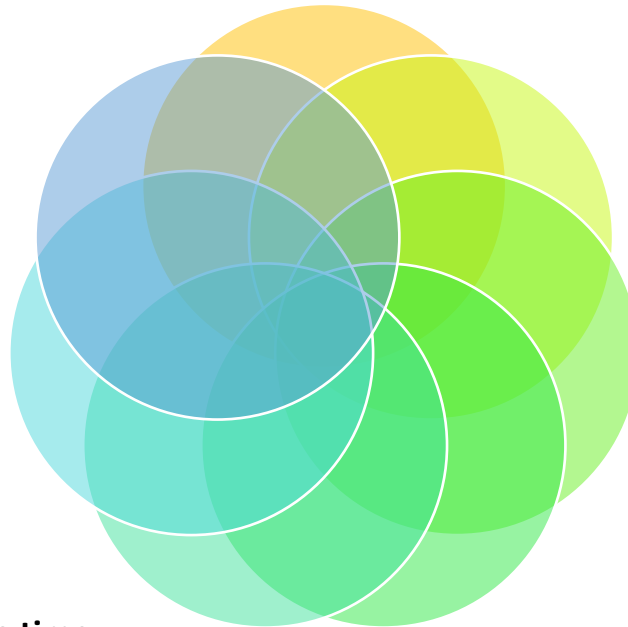
To ensure patient-led ordering within the GP Practice is safe and efficient for all stakeholders

To increase uptake of the Electronic Repeat Dispensing (eRD)

To reduce stockpiling in patient's homes as it is a safety risk

To reduce Practice time spent chasing and processing prescriptions, and answering the phone to queries and complaints

To reduce medicines waste, reduce unnecessary prescribing spend and help climate change



Successful implementation across UK

East Cheshire CCG

South Cheshire CCG

Vale Royal CCG

Midland and Lancashire CCG

Wirral CCG

Many more

Wirral Pilot: Impact on GP Practices

Feedback from
practice
managers,
prescribing
teams, and GPs

Initially increased workload due to patient complaints and enquires

Overall reduction in workload

Increased confidence in the medication requests

Patients starting to take responsibility for their medication

Support provided to practices by the Wirral MLCSU MMOT

Positive comments from GPs dealing with fewer medication-related queries.

It is important that GP practices have a robust system in place to manage repeat prescription ordering for vulnerable patient groups, with dedicated receptionists taking responsibility for ongoing management.

Wirral Pilot: Impact on Patients



Wirral Pilot: Dispensed Item and cost

Repeat Prescribing Pilot: Summary of Performance - November to March vs Baseline (April to October) 2016/17

Practice Name	Avg Items (Apr-Oct 1617) Baseline	Avg Items (Nov-Mar 1617) Post-Initiation	Items Reduction (Per Month)	% Reduction (Per Month)	Avg Cost per Item (ePACT)	ESTIMATED*
						Cost Reduction (Per Month)
Practice A	13,206	12,514	-692	-5.2%	£9.08	£-6,283
Practice B	11,691	11,538	-153	-1.3%	£8.85	£-1,354
Practice C	9,419	9,225	-194	-2.1%	£7.88	£-1,529
Practice D	12,536	12,589	53	0.4%	£7.26	£385
Practice E	8,713	8,748	35	0.4%	£8.14	£285
Practice F	24,891	24,128	-763	-3.1%	£7.98	£-6,089
Practice G	6,574	6,383	-191	-2.9%	£8.25	£-1,576
Practice H	9,957	9,416	-541	-5.4%	£8.62	£-4,663
All participating practices	96,987	94,541	-2,446	-2.5%	£8.24	£-20,824
Reduction over 5 months of the pilot			-12,230			£-104,122

Evaluation Summary

1. All Practices showed significant reductions in some months
2. Practices D & E's average items post-initiation were impacted by one or two months of higher than average prescribing which shows them to have a slight increase in average items post initiation
3. Estimated cost reduction is based on the average number of items variation post initiation multiplied by each practices average cost per item

Data Sources: EMIS clinical system, ePACT.net

This method produced the estimated:

Cost savings of **£20,824 per month** for the 8 practices involved in the pilot.

Based on the results of this pilot, roll out to all **52 Wirral GP practices** would be potentially expected to achieve an estimated **£1.2m** cost improvement per annum to primary care prescribing spend.

Wirral Pilot: Conclusion

The practices involved in the pilot have found the scheme effective in reducing dispensed items and in improving quality and safety issues relating to their patient's medicines.

Whilst there is broad support for the pilot amongst Wirral residents, people generally feel strongly that it should not disadvantage vulnerable patients and carers and there could be improvements in its implementation.

Prescribing data analysis shows that the estimated actual cost savings made as result of the pilot were £104,122.

There was a significant reduction in dispensed items amongst those practices involved in the pilot, correlating to a reduction in spend.

Item growth within the 8 participating practices was reduced, with an average for the participating practices of -1.2% in 16/17 (when compared to 15/16) against the overall CCG items growth for 16/17 of 1.6% - a variance of -2.8%.

Pharmacies have reported a reduction in administration time within the pharmacy leading to more time to provide other services.

Stockport: Progress so far

Expansion from single PCN project to GM wide

Locality Project group established

SOPs and Equality impact assessment

Support from Place GP Board and Primary Care Board

Engagement with local GP practices and pharmacies

Engagement with LMC/LPC

PPG & Healthwatch engagement

DigiKnow and Starting Point

Proposed Process

Patient presents to the surgery to request a repeat prescription:

- If appropriate, encourage patients to sign up for on-line ordering using the - NHS App or similar Patient access
- Support the patient to verify their identity if needed or downloading
- Support the patient to order their prescription using the NHS App, including nominating their preferred pharmacy
- Counsel the patient as needed on appropriate ordering intervals e.g. monthly if prescribed in 28-day amounts; order inhalers as needed (e.g. 2 puffs bd in a 200 dose inhaler device needs re-ordering approximately every 7 weeks)

For patients who are unable to order using the NHS App or online:

- Print out the repeat medication list from EMIS using the "Reprint" function
- Ask the patient to use this to tick the items he/she would like to order
- If the patient wishes to order an item that is not on repeat, this item must be written on the bottom of the repeat slip by the patient and should detail the name, strength, form, and dosage of the required medication
- The right-hand side will then be dealt with in the normal way within appropriate time scales
- *If the patient is deemed unfit after risk assessment to order by any means discussed above to liaise with the community pharmacy to carry on ordering on behalf of the patient.*

Patient Journey-NHS app (Registration)

Step 1: Download the App

Go to Google Play Store if you're on Android or the App Store if you're using an iOS device, then search for the 'NHS App'. Download and install it on your device.

Step 2: Open the App

Once the app is downloaded, find the NHS App on your device and tap on it to open.

Step 3: Start Your Registration

Once you open the app, you will see an option that says 'Continue with NHS login'. Tap on it.

Step 4: Create Your Account

You will then be redirected to a page to create your NHS login if you haven't done so already. You'll need to provide an email address and create a password.

Step 5: Confirm Your Email

After entering your email address, you will receive a confirmation email. Go to your email inbox, open the email from NHS, and click on the link provided to confirm your email address.

Step 6: Fill Out Your Personal Information

Once you've confirmed your email, you'll be asked to provide some personal details like your full name, date of birth, and home postcode.

Step 7: Prove Your Identity

To protect your health information, you'll be required to prove your identity. You may be asked to take a photo of a valid ID (e.g. passport, driving license) and then take a selfie, or you may enter details from your NHS number, GP surgery details, or other NHS systems.

Step 8: Agree to the Terms and Conditions

After confirming your identity, you'll have to read and agree to the terms and conditions of the app.

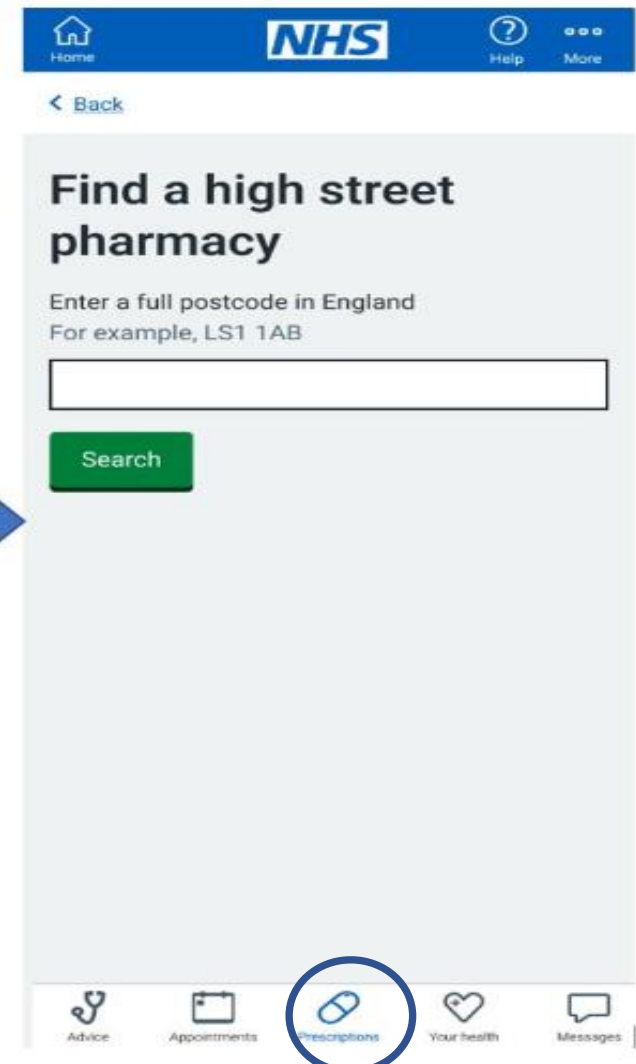
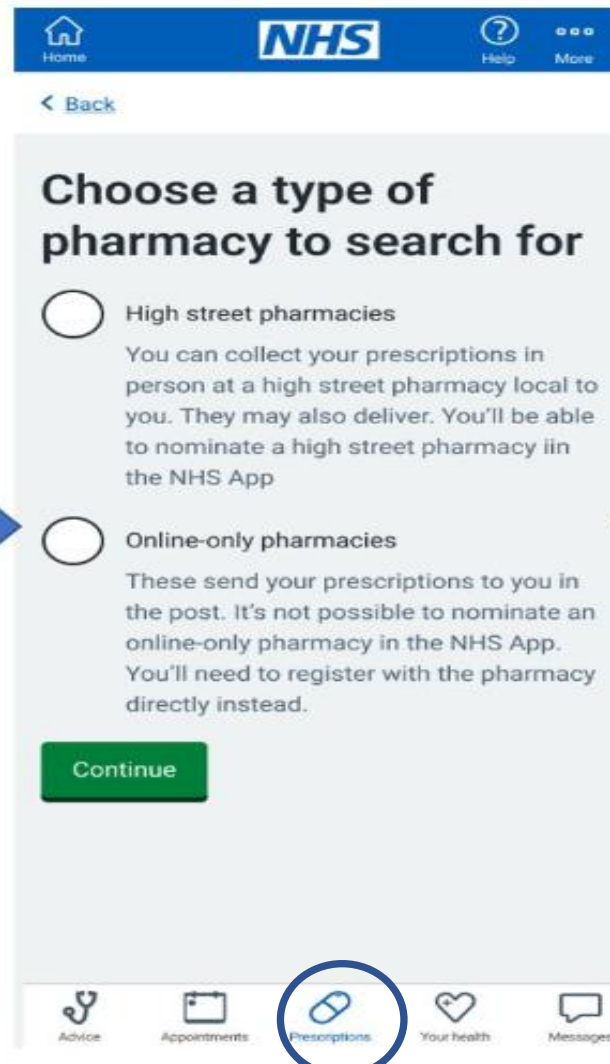
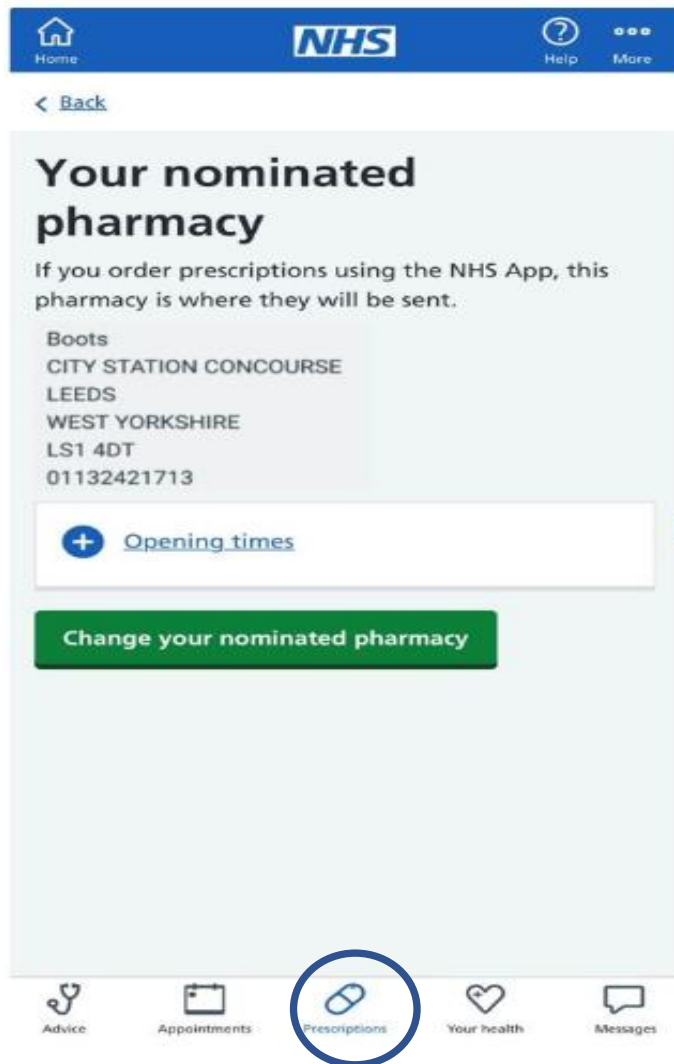
Step 9: Set Up Security

Depending on the app's current features, you may be asked to set up additional security measures such as a fingerprint, face recognition, or a four-digit passcode.

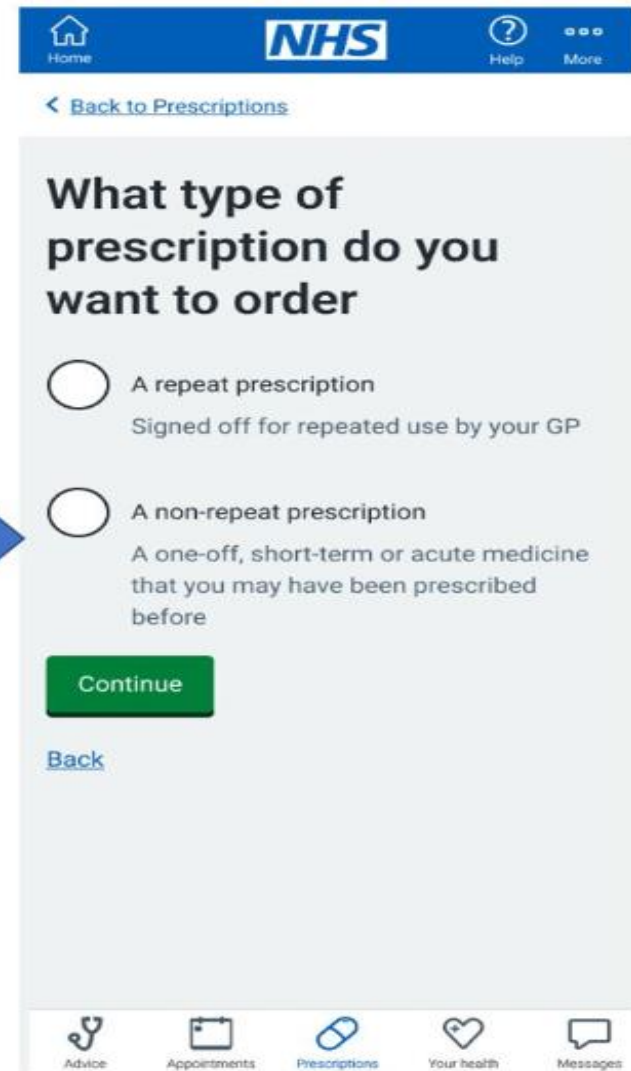
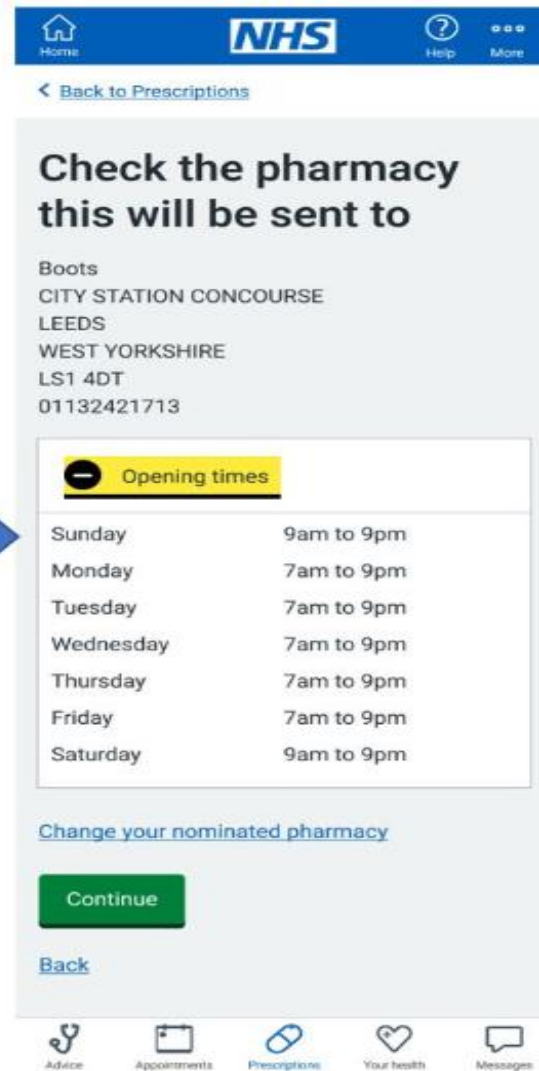
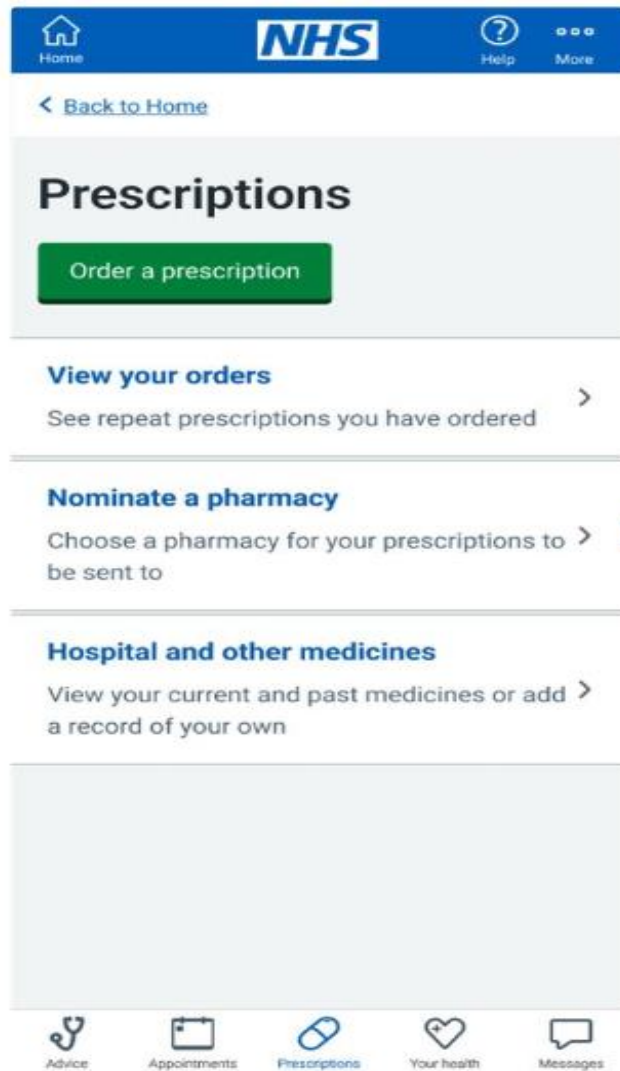
Step 10: Complete Your Registration

After you've completed all the steps, your account will be set up and you should have access to the features offered by the app.

Patient Journey-NHS app (Ordering Repeat Prescription)



Patient Journey-NHS app (Ordering Repeat Prescription)



Patient Journey-NHS app (Ordering Repeat Prescription)

The image displays two screenshots from the NHS app, illustrating the patient journey for ordering a repeat prescription. A blue arrow points from the first screen to the second.

Left Screenshot: Check your prescription details before you order

Medicines
Trandolapril 1mg capsules
One To Be Taken Each Day - 28 capsule
[Change](#)

Notes for your GP surgery
No notes added
[Change](#)

Your nominated pharmacy
Boots
CITY STATION CONCOURSE
LEEDS
WEST YORKSHIRE
LS1 4DT
01132421713

[Confirm and order prescriptions](#)

[Back](#)

Right Screenshot: Your prescription has been ordered

You have ordered:

Anastrozole 1mg tablets
28 - 28 tablet

Itraconazole 100mg capsules
One To Be Taken Each Day - 30 capule

What happens next
Your prescription request has been sent to your GP surgery.
Once a GP approves it, they'll send your prescription to your nominated pharamcy, LloydsPharmacy.

Boots
CITY STATION CONCOURSE
LEEDS
WEST YORKSHIRE
LS1 4DT
01132421713

[Go to your prescription orders](#)

Patient Journey-NHS app (Ordering Repeat Prescription)

Home NHS Help More

[Back to Home](#)

Prescriptions

[Order a prescription](#)

View your orders >
See repeat prescriptions you have ordered

Nominate a pharmacy >
Choose a pharmacy for your prescriptions to be sent to

Hospital and other medicines >
View your current and past medicines or add a record of your own



Home NHS Help More

[Back to Prescriptions](#)

Your orders

Your nominated pharmacy is:
LloydsPharmacy
[Change](#)

Orders

Wednesday 24 February 2021 **Requested**
Trandolapril 1mg capsules
One To Be Taken Each Day - 28 capsule
Requested, waiting for GP approval

Tuesday 10 January 2023 **Requested**
Anastrozole 1mg tablets
28 - 28 tablet
Requested, waiting for GP approval

Tuesday 13 December 2022 **Requested**
Pramipexole 88microgram tablets
To Be Taken As Directed - 28 tablet
Requested, waiting for GP approval

[Back](#)

OR

NHS NHS App online Menu

[Back to Prescriptions](#)

Your orders

Your nominated pharmacy is:
Asda Stores Ltd Luton
[Change](#)

Orders

Wednesday 24 February 2021 **Requested**
Altiform class II high length stocking circular knit standard stock size open toe Large Soft beige (Altimed Ltd)
1 stocking - use as directed Last Issued: 06 Sep 2021
Cannot order medication until the current request has been processed Last requested 06 Sep 21, status Undetermined

Tuesday 10 January 2023 **Requested**
Anadin Original tablets (GlaxoSmithKline Consumer Healthcare UK Ltd)
60 tablet - take 1 or 2 3 times/day Last Issued: 06 Sep 2021
Cannot order medication until the current request has been processed Last requested 06 Sep 21, status Undetermined

Tuesday 13 December 2022 **Requested**
Anadin Ultra 200mg capsules (GlaxoSmithKline Consumer Healthcare UK Ltd)
8 capsule - take 1 or 2 every 4-6 hrs Last Issued: 06 Sep 2021
Cannot order medication until the current request has been processed Last requested 15 Sep 21, status Undetermined

Wednesday 24 February 2021 **Requested**
Budesonide 200micrograms/dose / Formoterol 6micrograms/dose inhaler CFC free
120 dose - use as directed Last Issued: 06 Sep 2021
Last requested 06 Sep 21, status Issued

Patient Journey-NHS app (Patient leaflet)

Viewing your orders

1. Select the 'Prescriptions' icon at the bottom of the screen.
2. Select 'View your orders'.
3. Your old and current repeat prescription orders are shown in a list.



Ordering repeat prescriptions with the NHS App



Help and support

If you have any problems using the NHS App, you can:

- go to 'Help' in the top right-hand corner of the app
- visit [nhs.uk/helpmeapp](https://www.nhs.uk/helpmeapp)



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Getting started

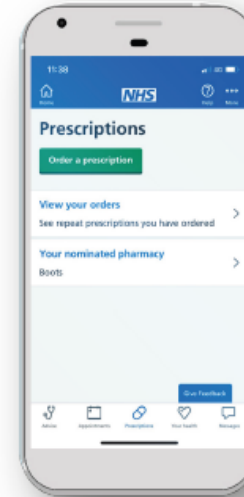
You can easily choose where your prescriptions are sent and order at a time that suits you with the NHS App.

First, you will need to download and register on the app. Ask a member of your GP surgery's team for the 'Getting started with the NHS App' leaflet or visit: [nhs.uk/helpmeapp](https://www.nhs.uk/helpmeapp)

Ordering repeat prescriptions

Once you have logged into the app:

1. Select the 'Prescriptions' icon in the bar at the bottom of the screen.
2. Choose which pharmacy your prescriptions will be sent to. This is called your 'nominated pharmacy'. Look at the 'Choosing your pharmacy' section of this guide to choose or change your pharmacy.
3. Select the green 'Order a prescription' button at the top of the prescriptions page.



You can also access these services at www.nhs.uk/app on your desktop or laptop

4. The next page asks: 'What type of prescription do you want to order?' You can only order repeat prescription items on the NHS App. So, if you have one, choose 'A repeat prescription' and select 'Continue'.
5. Check the prescription is going to the right pharmacy. If not, look at the 'Choosing your pharmacy' section of this guide. If the pharmacy is the right one, select 'Continue'.
6. The next screen shows the medicines available for you to request. Choose the medicines you need and select 'Continue'.
7. Check your order and nominated pharmacy are correct. Then select 'Confirm and order prescriptions'.
8. You are finished. Your request is sent to the GP surgery for approval and then sent to your nominated pharmacy for collection.

Choosing your pharmacy

The pharmacy you choose your prescriptions to be sent to is called your 'nominated pharmacy'. Here's how to change it:

1. Select the 'Prescriptions' icon at the bottom of the screen.
2. Select the 'Your nominated pharmacy' option.
3. Select the green 'Change your nominated pharmacy' button.
4. Select 'High street pharmacies'. It is not possible to nominate an online-only pharmacy in the NHS App.
5. Search using your postcode.
6. Select a pharmacy. Future prescriptions will be sent to this pharmacy.

Why NHS app?

Maximise value from the NHS App by increasing self service and self care to reduce demand on the front line.

Continue developing our appointments, record access and prescriptions capabilities to keep up with policy and emerging user needs.

Continue to develop the design and navigation of our services to address user needs.

Continue to enhance the messaging capability to improve the experience for senders and recipients.

Ensure we understand enough about all our users' behaviours and the full capability of the channel to help them to complete usable end to end journeys.

Extend the integrated services available in the NHS App to support localisation and better meet users' healthcare needs.

Extend the underlying capabilities of the NHS App platform with a view to providing the platform capabilities for our future ambitions.

Electronic Repeat Dispensing- Benefits

Efficiency Improvements

EPS batch of prescriptions. This can free up significant time for administrative staff and pharmacists.

Cost Savings

It reduces the frequency of the prescribing, dispensing, and claiming processes, making the whole system more cost-effective.

Improved Patient Care

eRD allows the practice to have a better track of patients' medication adherence, leading to better patient outcomes. If the patients do not collect their medication, the system will alert the practice.

Reduced Errors

Pharmacy should prompt patient for any changes to medication i.e. hospital discharges etc.

Patient Convenience

Patients no longer need to visit the practice or contact them for their repeat prescriptions. This also reduces the number of people visiting the practice, allowing staff to focus on patients who need face-to-face care.

Time Savings for Clinicians

Doctors can have more time for consultations as the number of requests for repeat prescriptions will decrease. It can free up time for GPs and nurses to focus on direct patient care.

Lesser Workload on GP Practices

eRD can help practices manage workload by allowing the repeat prescriptions to be authorised in a batch, saving a significant amount of time.

Better Medication Review

With eRD, practices can proactively manage and review their patients' medication, ensuring that they are using the most effective and up-to-date treatments.

Electronic Repeat Dispensing- Barriers

Resistance to Change

Like any new system, there can be resistance from staff who are accustomed to the old ways of doing things. This resistance can come from both clinical and administrative staff.

Training Needs

Staff will need training on how to use the new system. This takes time and resources, and there may be a learning curve as staff become comfortable with the technology.

Patient Acceptance

Some patients may be reluctant to change their current prescription process, especially if they have complex medication regimens

Interoperability Issues

There may be problems with different IT systems communicating with each other. For instance, the system used in the practice might not be compatible with the one used by the pharmacy.

Time Investment

Initial setup, as well as dealing with inevitable troubleshooting and bug fixing, can take a considerable amount of time.

Complexity of Some Medication Regimes

Not all medication regimens are suitable for eRD. For example, patients on frequently changing medication or those with unstable conditions might not be suitable for the service.

Electronic Repeat Dispensing

Support available for GP practices

- How to Guide
- Best Practice Guide- <https://bit.ly/3oKerxB>
- Social media and Text message templates

NHS digital support for eRD

- <https://digital.nhs.uk/services/electronic-prescription-service/electronic-repeat-dispensing/for-prescribers>

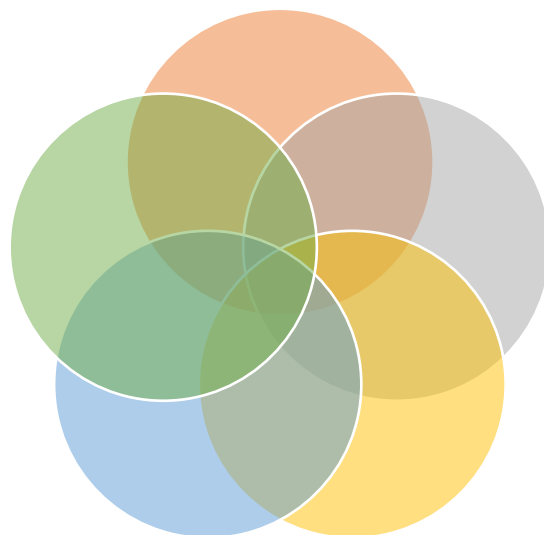
EPS Tracker-Did you know you can track the status of EPS?

[EPS Prescription Tracker - User Authentication \(ncrs.nhs.uk\)](https://ncrs.nhs.uk)

Prescription can be tracked using the Prescription Barcode

Patient safety

Improved
accountability



EPS tracker
works in
Microsoft Edge
browser

Reduce
prescription
queries

The screenshot shows the 'Medication History' application. At the top, there are radio buttons for filtering history: 'Show history for courses of the same preparation...' (selected), 'Include equivalent trade/generic preparations...', 'Show history for courses of the same ingredient...', and 'Show history for the selected course only'. Below this is a 'View prescriptions' window. The window title is 'EPS - Direct to Main Pharmacy (95078D-P88020-C03F7K) High Street Pharmacy (FMC43) 7 High Street, Cheshire, SK8 1AX'. It shows 'To Be Signed By: [redacted]' and 'Urgency: Routine'. The list of medications includes: 'Hydroxychloroquine 200mg tablets One To Be Taken Twice A Day, 56 tablet', 'Lansoprazole 15mg gastro-resistant capsules two To Be Taken Each Day, 112 capsule' (marked as 'Underused (43%)'), and 'Sulfasalazine 500mg gastro-resistant tablets Two tablets (1g) Twice a day and remain on this dose as directed by Rheumatology, 112 tablet'. The patient text is 'SCP' and 'blood monitoring every three months'. The total approximate NHS cost is £73.20. At the bottom, there is a table of medication history:

Date	Time	Action	Medication	65%	79%
15-Dec-2022	12:08	Medication Issued	Lansoprazole 15mg gastro-resistant capsules, two To Be Taken Each Day, 112 caps...	65%	79%
14-Dec-2022	19:13	Issued Medication Request			
02-Nov-2022	14:10	Medication Issued	Lansoprazole 15mg gastro-resistant capsules, two To Be Taken Each Day, 112 caps...	75%	96%
02-Nov-2022	09:35	Issued Medication Request			
26-Sep-2022	10:01	Medication Issued	Lansoprazole 15mg gastro-resistant capsules, two To Be Taken Each Day, 112 caps...	142%	102%

DigiKnow & Starting Point



DigiKnow friends – one hour session focussing on what digital exclusion looks like, how to support people, and local links for signposting.



Digital champions – one-day training (10 am – 2.30 pm) with more in-depth training including learning styles, case stories, GDPR, and safeguarding – aimed at people who will be supporting others to get online, or people wanting to volunteer as Digital champions locally.



They have supported Signpost for Carers to have a digital champion working in their office, calling participants on their mailing list who don't have an email



They have supported Stockport libraries to set up a volunteer-led drop-in digital support session.



We are looking into working with Citizens Advice to train their existing volunteers as Digital champions to offer 'digital support appointments' for clients who struggle to action suggestions based on using internet resources.

Databank + DigiKnow Digital Lending Library



Starting
Point

National Databank

- Free calls and texts
- 7-20 GB of data (free mobile internet for a phone or tablet)
- Keep your current phone number if you want to
- Open to people on a low income

DigiKnow Digital lending library

- Laptops, phones and tablets available
- Borrow for up to 6 months
- Open to people on a low income

DigiKnow

James@startpoint.org.uk
0161 494 99 47 or 07724 217888



Steps to begin transition

GP Practice and Community Pharmacy to jointly Identify 'Assisted patients'- i.e. those not suitable for patient-led ordering

Equality Impact Assessment

SMRs- to review all necessary meds/variable use/patient understanding

eRD set up- if suitable

Communication with all stakeholders to decide a final date

Electronic/hard copy material ready for pharmacies/practices to support

Some of the pharmacies have already taken the initiative for not ordering on behalf of the patient.

Next Steps

Development of comms materials & plan

Pilot to run in Cheadle PCN

Need for 'champions' across general practice and community pharmacy

'Help-line' to support the GP practices

Support from care-coordinators and social prescribers

Poll:

What would you like
support with to
start with Patient-
led ordering to
ensure a smooth
transition?



Any

Questions?