

Where Repeat Prescription Requests Come From		
Reference	How To Guide 2	
Version	1.2	
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### Purpose

The aim is to receive the vast majority of all repeat prescription requests via an online method e.g. Patient Access. This allows patients to nominate their preferred community pharmacy where the prescription is sent to for dispensing, this can be changed when necessary.

There is currently a NHS National target to achieve 30% via Patient Access of all repeat requests during 2018/19 year.

### Allowable methods

**Online e.g. Patient Access (preferred method)** is the emis online access system for patients. It gives patients the tools to support the management of their own care by ordering repeat prescriptions, booking appointments, viewing their medical record (by request) and monitoring their health through the Personal Health Record online.

**Written requests** from patients, carers and via post (preferably using the right hand side on the prescription/EPS token i.e. no older than 3 months).

**Pharmacy requests** using the right hand side of the prescription/EPS token or on stamped and dated sheet e.g. using their patient medication records (PMR).

**Emails** from Appliance Contractors (also known as DAC) sent to a secure practice email address.

**Phone** calls from housebound patients (maybe via the community pharmacy) that cannot use the above methods and for occasional urgent circumstances as approved by the prescriber

### Non-allowable methods

**These methods are not a secure method and carry the risk of fraudulent requests and breach of confidentiality.**

Practice's own website (not ideal)

Routine telephone requests

Third parties with no patient authorisation

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