Cancelling Returned or Uncollected Prescriptions

Reference	How To Guide 27	
Version	1.2	
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1. **Purpose**

To ensure that an accurate audit trail is maintained for all prescriptions issued but not collected by the patient or representative. Cancelling uncollected prescriptions helps to identify non-compliance and under use of medication and can also highlight problems with the repeat prescribing process e.g. duplication of prescriptions. Prescriptions may be returned from pharmacies as a hard copy or an electronic white print out when they have been cancelled from the pharmacy system electronically. They may also be returned from the practice reception as the green hard copy.
Regular audit of uncollected prescriptions is recommended.
When cancelled from the medication record, all paper copies of uncollected prescriptions must be shredded or disposed of in the confidential waste facility.

2. **Procedure**
   - Every 28 days check the date on the prescriptions waiting to be collected, if any have not been collected after 56 days, they may be suitable for cancellation (check with the meds op team)
   - Select the patient and access their medication records
   - Select the item(s) to be cancelled on the current or past medication screen
   - Right click on the item and select 'drug history' from the drop down menu
   - Check the date of issue on the prescription then look for that date in the medication history box
   - Select the corresponding date, click on the blue 'cancel issue' link
   - From the drop down menu next to 'reason', select 'at the patients request'
   - In the empty box below add the date of the prescription that is being cancelled, then add 'not collected by patient'
   - Click 'ok' ensuring this item has been cancelled
   - Click 'consultations' in the top tool bar on the patients screen
   - Select the drop down menu beneath the 'add' icon on the left hand side
   - Select 'add a code'
   - Add 'code' 8B3N to ensure there is a record of the cancellation, type in prescription 'cancelled ' and add the date the cancelled prescription was issued
   - Select 'Ok' to ensure the read code has been added