

Third Party Requests		
Reference	How To Guide 41	
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1. Purpose

To ensure that there is a robust procedure for processing prescription requests placed on behalf of the patient. Third party requests may come from community pharmacies and appliance contractors.

2. Procedure

The community pharmacy must have consent from the patient to order, collect or receive electronic prescriptions on their behalf

The following should be completed on all third party requests to ensure the relevant medication is ordered on behalf of the patient to avoid stock piling and wastage:

- When prescriptions are requested via community pharmacies, permission should be recorded in the patient notes and coded as 66RD (Pharmacy managed repeat prescriptions). Ideally the consent form should be scanned into the patients record for new incidents
- The pharmacy or contractor should contact the patient for every request (usually monthly) to confirm which repeat items they need (ensuring 'when required' items are not over ordered)
- Update the patient's record to include their nominated pharmacy (EPS nomination) and / or appliance contractor. This is essential for EPS prescriptions
- Ideally patients should order themselves via Patient Online Access, however some e.g. vulnerable patients may choose to use a community pharmacy
- The right hand side of the prescription generated by the surgery or the pharmacy print from their PMR records should be used for the request
- The items requested should be clearly marked
- The repeat slip must be stamped by the pharmacy/contractor and include a contact phone number.
- The date the patient was contacted should be clearly legible on the repeat request. This should be within the last 7 working days and be signed by whoever has spoken to the patient.
- Check the items ordered are actually due at this time. An exception to this would be an early request i.e. the patient is going on holiday, this should be documented on the repeat slip.

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