

Lost/Missing Prescription		
Reference	How To Guide 42	
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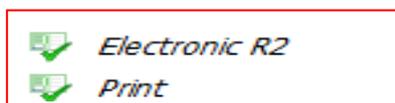
1. Purpose

To ensure there is a process for recovering and/or replacing prescriptions which have been reported as missing and are authorised to be replaced. This supports risk reduction and the audit process for lost/missing prescriptions.

2. Procedure

If a prescription is missing or lost there must be certain checks carried out before it can be re-printed or re-issued.

- Firstly check to see if it has been printed or sent electronically to a pharmacy by checking next to the date of issue
- It will note either 'Electronic R2' if it has been sent electronically or 'Print' which indicates that a green FP10 has printed.



- If the prescription has been printed it is useful to see which clinician or team member has printed the prescription. This helps branch surgeries where prescriptions may be printed in error at the wrong site or are still in the clinical room on a printer or desk.
- To check this go into the drug history
- Find the issue date in question and drop down the arrow next to the date to see who printed the prescription. For example:

Glyceryl Trinitrate Cfc-free pump spray 400 micrograms/dose (180 dose)

- ▲ 16-Feb-2018 09:53 Script Printed
 - Printed By [REDACTED] (Dr)
 - Printer Name Scripts
 - Type Direct Issue
- ▲ 16-Feb-2018 09:53 Medication Issued [Cancel Issue](#) Glyceryl Trinitrate Cfc-free pump spray 400 micrograms/dose (180 dose), 2 PUFFS ..
 - Entered By [REDACTED] (Dr)
 - Entered On 16-Feb-2018 09:53
 - FP10PCD
 - Issue Type Print
 - Prescriptions [View](#)
 - Privately Prescribed False
 - Stamp Doctor [REDACTED] (Dr)
- > 16-Feb-2018 09:49 Issued Medication Request

- Confirm which room the GP or admin staff were working in at that time and double check if the green FP10 has been left on the printer.
- All prescription filing areas must be checked thoroughly before re-issuing or re-printing a prescription.
- If the prescription was sent electronically the EPS tracker must be checked to ensure the prescription is with the appropriate pharmacy. (See EPS tracker SOP for more information)
- If the prescription cannot be found a note must be made in the patient's record of the missing prescription.
- From the patients consultation screen select 'add'
- From the drop down list select 'consultation'
- Select 'Admin note'
- Select 'Comment' on the right hand side
- Enter the code '**8B3X**' and select 'lost prescription'
- Next to the comment, annotate which items were on the prescription, the date the prescription was issued and the reason for the re-issue.
- Select 'save'
- When issuing a replacement prescription, do not select re print – re issue the prescription and add a pharmacy note which states 'This replaces the lost prescription dated dd/mm/yy'

★ Please note extra vigilance is required when dealing with missing or lost prescriptions to ensure medicines are not being misused. Items such as Controlled Drugs, painkillers and other drugs liable to misuse should be closely monitored. ★

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