Batch Repeat Dispensing Operations Manual
For pharmacies in Wales
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Section 1: General information

Background
Two thirds of prescriptions issued in primary care are repeat prescriptions. These repeat prescriptions account for nearly 80% of NHS medicine costs for primary care. The management of these prescriptions and the time involved in processing them can be significant.

There are up to 410 million repeat prescriptions generated every year – equivalent to an average of more than 200 per general practitioner (GP) per week. It is estimated that up to 330 million, or 80% of all repeat prescriptions could eventually be replaced with repeat dispensing; this could redeploy 2.7 million hours of GP and practice time.

In order to provide a more efficient way to manage repeat prescriptions in 2005 the Government introduced a fully funded Repeat Dispensing service.

Terminology
The NHS Repeat Dispensing service is also commonly referred to as Batch Repeat Prescribing, Batch Repeat Dispensing and also Batch Prescribing Repeat Dispensing. For consistency, we will use ‘Batch Repeat Dispensing’ or ‘BRD’ throughout this document.

Batch Repeat Dispensing is an alternative model for prescribing and dispensing regular medicines to patients on stable long-term treatment, where repeat supplies can be authorised by a prescriber and then managed by the patient’s pharmacy of choice. This removes the need for the patient to contact their prescriber to request another repeat prescription and consequently saves the patient and prescriber time with this administrate task. Many of the patients receiving these prescriptions have relatively stable conditions.

The community pharmacy BRD service offers potential benefits to prescribers, practices and patients for the safe and efficient continued supply and management of regular medicines, while the prescriber retains the ability to cancel a single item or whole prescription at any time.

The patients pharmacy of choice receives the batch of prescriptions once the patient has given consent to be part of the service and they are up to date with their medication reviews. Subsequent issues of medication are then supplied to the patient at the intervals set by the prescriber. At the point of supply dispensers are mandated to ask patients if they require all items on their prescription before every issue, to avoid medicines wastage.

At the final issue of medication the patient is referred back to the prescriber to attend a review and when appropriate another batch of prescriptions can be authorised.

“When required” or PRN medication can be prescribed using BRD. This can be achieved by using BRD at longer time intervals as predicted by the number of uses/doses, by patients ordering PRN medication through My Health Online or by acute requests from the patient at the surgery.

There are a number of differences and added benefits between the Repeat Dispensing model and traditional repeat prescribing processes, more information about these benefits can be found on the CPW [www.cpwales.org.uk](http://www.cpwales.org.uk) and PSNC [www.psnc.org.uk](http://www.psnc.org.uk) websites.
Overview
This manual is intended for pharmacists involved in the BRD process and outlines the processes required to:

- Recruit patients
- Issue prescriptions
- Dispense repeat medication
- Communicate essential information

Participating in the BRD service means that:

- Patients with stable, chronic conditions are identified by their GP
- The GP issues a prescription generated as a ‘batch’ (up to a maximum of 12 months’ supply after the initial batch of 6 months)
- The patient then presents at their chosen pharmacy for Repeat Dispensing (usually on a monthly basis)
- The need to visit the surgery is minimised since there is no need to collect any repeat prescriptions during the Repeat Dispensing period
- The patient has the opportunity to discuss their medicines and any associated issues with a pharmacist on a regular basis
- PRN medication can be ordered either by a batch of prescriptions with a longer time interval between issues, acute scripts or though My Health Online

There is also an opportunity to:

- Address compliance and concordance issues for patients
- Improve access to GP surgeries for those who need it for scheduled or unscheduled care
- Provide a patient centered approach to repeat medication, increasing patient convenience and ownership of their medication
- Reduce medicines wastage
- Improve the management of workloads within General Practice
- Improve the management of workload within Community Pharmacy
Summary of Batch Repeat Dispensing procedure

Patients with chronic conditions and likely to remain stable: consider Repeat Dispensing. Maximum 6 months duration for initial batch and then Maximum 12 months duration.

- Patient information leaflet given, consent form signed by patient and filed in medical records
- Prescriber records the pharmacy chosen by patient and enters READ code
- Medication review and synchronisation of medication

Repeatable prescription (Master WP10/RA)

- GP Signature required
  - No of batch issues specified
  - Repeat script annotation

At patients' Pharmacy of choice Master WP10 (RA) is retained

- All batch issues Dispensed or WP10 (RA) expires
- GP Termination of script
  - Communication to destroy remainder of batch Rx

At any point in the process if there are concerns about safety or appropriateness communication the GP and pharmacist is vital. The patient should be informed to make an appointment to see their GP ASAP

Send Master WP10 (RA) to SSP

Re-authorisation and issue of Master (RA) and Batch (RD) WP10s

- Most recent review/test results checked and appointment for review made if required

Batch issue WP10’s (RD’s)

- No GP signature required
- Batch issues annotation

Pharmacy dispenses 1st installment and encourages the patient to leave their batch issues, these must be stored securely. Patient signature and declaration completed at each issue

- Pharmacist counsels patient
  - Appropriate use/continuing need for medication?
  - Development of other symptoms/side effects

After final installment is dispensed, patient advised that a new prescription is required. Counterfoil from Master script given to patient.

Patient returns counterfoil to GP

Send batch issue WP10 (RD) to SSP at end of each month

Batch Repeat Dispensing service
Complaints procedure and incident reporting
All individuals involved directly or indirectly with patient care have a responsibility to record and report any adverse patient incidents that occur. This responsibility does not change under the BRD arrangements.

Repeat Dispensing does change the way in which patients obtain their medication and there are potential areas of patient risk particularly if communication links fail.

If you work in a GP surgery or a Pharmacy you have a responsibility to record and report any incident that occurs.
Section 2: Patient selection, referral and consent

Patient selection
BRD is not suitable for all ‘repeat’ patients. The following criteria should be used for guidance:

✓ BRD may be suitable for the following patients:

- Medical conditions, which are stable on their current medication
- E.g. hypertension, diabetes, asthma etc. As a guide the medication should have remained relatively unchanged for 6 months prior to entry into the scheme
- On a reasonable simple regimen (based on clinical judgment of the prescriber)
- Be up to date with their medication review and monitoring
- Be able to give informed consent to the scheme (or their carer) and attend a regular pharmacy

✗ BRD may not be suitable for patients who have:

- Frequent changes to their medication or taking only ‘when required’ medication.
- Benzodiazepines
- Unstable medical conditions with frequent admissions to hospital
- Terminal illness
- Controlled Drugs (Schedule 2&3 or 4)

Referral systems
Direct referrals highlighting patients suitable for the service should be made only if the practice has agreed to target specific groups of patient through your pharmacy.

The initial patient selection process is likely to affect the workload at the practice, as patients are introduced to the scheme and prescriptions are synchronised.

Therefore referrals from practice staff or community pharmacists highlighting patients suitable for the service should be discussed with the GP prior to any discussions with the patient. A local procedure or protocol, once agreed can then support patient selection. An example community pharmacy referral form is included in this manual.

Once the process is agreed, referral forms should be completed to highlight possible BRD patients to the GP. Where necessary an intervention form should also be used at the same time. A patient information leaflet (BRD-W1) should also be given. A copy of a referral form and a patient leaflet is included in this manual (see Section 4: BRD service paperwork).
In all other cases, the patients should be advised to contact their GP practice and talk to their GP, practice/cluster pharmacist or practice nurse.

Patients selected should be invited for an appointment with their GP, practice/cluster pharmacists or practice nurse as per practice procedure. Ideally this could be timed to coincide with or just after their medication review.

**Patient consent**

Use of the Repeat Dispensing arrangements by patients is voluntary and due to the necessary communication between the GP and the pharmacist, the patient will need to give fully informed written consent. A copy of the consent form RD1(W) and patient information leaflet RD2(W) is included in this manual.

The consent form RD1(W) should be signed by the patient before the prescriptions are dispensed. If this is completed at the GP practice there is no action. If this is completed at the pharmacy a copy should be sent to the GP for their records.

**Promotional leaflets for patients**

There are various promotional leaflets available for patients that can be sourced from the local Healthboard or Welsh Government Publication Order Line 0845 603 1108.

Examples of these are also available on the CPW website [http://www.cpwaless.org.uk/Contract-support-and-IT/Contractual-Framework/Essentail-Services/Repeat-Dispensing-(1).aspx](http://www.cpwaless.org.uk/Contract-support-and-IT/Contractual-Framework/Essentail-Services/Repeat-Dispensing-(1).aspx)
Section 3: Dispensing processes

Dispensing a repeatable (WP10) prescription and batch issues (RD)
The Master (RA) repeatable prescription must be computer generated and signed by the prescriber. It must be accompanied by the correct number of ‘batch’ prescriptions (RD), which shows the words Batch 1 of x, Batch 2 of x etc. in the box regularly used for the prescriber’s signature. The ‘batch’ prescriptions are NOT signed. The reverse side of all prescriptions is the same as the normal WP10.

The pharmacist has a responsibility to check that the patient understands the BRD process and has received a patient information leaflet.

NB: The repeatable prescription is the clinical authority to supply the medication and the ‘batch’ issue is the pharmacist’s invoice for payment.

It is good practice to offer to keep all ‘batch’ forms in the pharmacy since all must be dispensed by the same pharmacy and storing the forms on the premises reduces the possibility of them being misplaced or lost.

In order to allow some flexibility for both the pharmacist and the patient (e.g. holidays away from home), the instalment/dispensing interval should be left blank.

The RA is the legal prescription that allows a supply of medication for a defined duration. It must be signed by the GP.

The RD is an invoice that allows the pharmacy to claim the appropriate payment from SSP at each dispensing. It is not a legal prescription and is not signed by the GP.
### Note about Repeatable (WP10) Prescription (RA) and Batch Issues (RD):

- ‘When required’ or PRN medicines **CAN** be included on a repeatable prescription as the pharmacist will check a patient’s medication requirements at each medication collection
- However if the practice decision is to not include ‘when required’ or PRN medicines on the repeat dispensing batches then it is recommended that each ‘when required’ medicine is included
  (i) In a separate repeatable prescription that the patient will manage independently or
  (ii) In a separate repeatable prescription with longer time intervals between issues as decided by the prescriber.
- Another consideration is to make PRN medication an orderable item on My Health Online for the patient to manage themselves

### Dispensing subsequent ‘batch’ forms

The pharmacist or pharmacy staff (as per pharmacy Standard Operating Procedure) has a duty to check compliance and provide advice and information to the patient as appropriate.

The following questions (or equivalent) should be asked when dispensing each subsequent instalment: (housebound patients and/or carers may need to be phoned to ask these questions where appropriate)

- Have you seen any health professional (GP, nurse or hospital doctor) since your last repeat was issued?
- Have you recently started taking any new medicines or alternative therapies either on prescription or that you have bought over the counter?
- Have you been having any problems with your medication or experiencing any side effects?
- Are there any items on your repeat prescription that you don’t need this month (in particular ‘prn’ medicines)?

Any significant problems identified by the pharmacist must be notified by the agreed communication route to the practice on the approved form, BRD-W5 (see Section 4: BRD service paperwork).

In the case of urgent problems or problems where an immediate reply is required the pharmacist should phone the practice. This should be followed up by a written confirmation e.g. fax/email.

### Note:

- Repeatable and batch issue prescriptions stored in the pharmacy must comply with the Data Protection Act with regard to patient information security and confidentiality
- All documentation and paperwork must be retained in the pharmacy for 2 years
- A reminder slip must be completed and attached to the penultimate ‘batch’ issue of the prescription, which will prompt the patient to consult their GP for a review and subsequent repeatable prescription as appropriate.
- The pharmacist must not order any prescriptions on behalf of the patient
Medication supply intervals

- Pharmacists are professionally obliged to dispense the repeat prescriptions at intervals appropriate to the quantity of medication on each repeat and the needs of the patient.

- Early supply is justified in individual circumstances such as the patient needing the medication to go on holiday or into hospital. Pharmacists can supply a maximum of 2 instalments at one time.

- In general, medication can be supplied up to a week early at the pharmacist’s discretion.

- Late supply may be appropriate in certain circumstances and brief details should be recorded on the record form.

GP practice ↔ pharmacist communication

Excellent local communication systems are needed to support Repeat Dispensing. GPs and pharmacists will need mechanisms in place to discuss additions, deletions and changes to doses, strengths of medicines etc.

When setting up the service for patients there should be an agreed route of this communication that should be shared with all team members. This is one of the actions in the Action plan: Setting up BRD included in this manual.

Communication sharing forms have also been included in this manual.

Information sharing protocols agreed locally should be followed:

- Communication should be sent using the appropriate communication forms. BRD-W4 is for GP communication to the Pharmacist BRD-W5 is for Pharmacists communication the GP

- **Urgent** communications should be phoned through to the pharmacy or practice and then followed by a written confirmation e.g. fax or email where appropriate.

| Urgent and non-urgent communications will be defined based on the clinical judgment of the prescriber or pharmacist. Where appropriate, forms should be retained with the patient’s notes. |

Acute prescriptions

- Any acute or short term prescriptions should be written on a separate WP10.

If it is clear that a number of changes to the patients’ medication are likely to occur over a short period of time it may be advisable for the GP remove the patient from the BRD service until their medication is stable again.

Termination of batch forms

In some instances it may be necessary to terminate a repeatable prescription before the total number of ‘batches’ have been dispensed. Reasons for this could include:

- Change in patients’ medicine(s)

- Loss of batch issues by patient

- Patient resignation/removal from GP practice list
• Patients change in choice of pharmacy
• Uncollected batch prescriptions or expiry of repeatable prescription

In all of these instances a ‘Record of destroyed batch’ form should be completed (BRD-W6). A copy of this form is included in this manual.

The repeatable WP10 prescription – authorisation form RA
The repeatable WP10 prescription authorisation form should be stamped and retained by the pharmacy at the first dispensed instalment and sent to the Shared Services Partnership (SSP) in the Group 1A bundle, at the end of its use. This should be done on expiry of the form, completion of the full set of batch forms or termination of the prescription part way through its total number of instalments.

Endorsement showing dates and supply quantities of any instalments should be clearly marked on the repeatable prescription.

There is no need for the patient to complete the back of this form.

Reauthorisation of the Batch Repeat Dispensing service
On the last but one batch issue for the patient the pharmacist should complete the referral form BRD-W5 indicating that prescription reauthorisation is needed. At this point a Medicine Use Review (MUR) may be appropriate and the MUR Action Plan can be returned to the GP practice with the completed referral form.

At the last batch issue of the repeatable prescription (or expiry if sooner), the pharmacist will provide the patient with the counterfoil of the repeatable prescription. This will prompt the patient to make an appointment for a medication review in order to obtain a further repeatable prescription where appropriate. The pharmacy or the patient should then reorder the prescription on the last issue by completing the counterfoil to the GP practice. The reauthorised repeat prescription will then be provided to the pharmacy or patient as per local procedure.

Endorsement
The repeatable prescription should be stamped with the name and address details of the pharmacy in the usual manner. The community pharmacy will maintain records of the dispensing of a repeatable prescription in order that there is a clear audit trail in place to allow pharmacy staff to unambiguously determine dates and quantities supplied at each dispensing, this may be done:

• electronically; or
• you may choose to use a separate form with a unique reference number to link it to the prescription where the date and quantities supplied at each dispensing episode can be recorded; or
• you may choose to keep a record of ‘compliance’ sheets for each patient, noting which medicines are supplied, the date of supply and recording any interventions or if the medicine is not supplied.

The batch issue should be endorsed in the normal way for the quantities and items dispensed in accordance with Drug Tariff requirements. If a medicine is not needed, you must endorse the batch issue each time the medicine is not dispensed. Record any items owing due to shortages using your
standard operating procedure. RA forms should be submitted to the Shared Services Partnership (SSP) at the end of the month in the Group 1A bundle.

Training
It is the responsibility of the pharmacist to undertake appropriate training in respect of repeat dispensing and completion of WCPPE Repeat Dispensing Essential Service 2 is required. Further details are available on https://www.wcppe.org.uk/learning/learning-resources/repeat-dispensing

There is a Training Needs Analysis list in Section 4 that can identify the needs of the pharmacy team regarding managing the RD service and being able to engage with patients.

FAQ’s
There is a list of FAQ’s on the CPW website http://www.cpwales.org.uk/Contract-support-and-IT/Contractual-Framework/Essential-Services/Repeat-Dispensing-(1).aspx
Section 4: BRD service paperwork
What the patient needs to know about the Batch Repeat Dispensing service

I understand that by agreeing to the Batch Repeat Dispensing service:

- My doctor will give me a Repeat Dispensing prescription form authorising a number of Repeat Dispensing issue forms. The authorising prescription will have ‘RA’ printed on it and will be signed by the doctor. This prescription is valid for up to one year. The associated Repeat Dispensing issue forms will be marked ‘RD’ and are only valid for the period indicated on the repeat authorisation prescription.

- I need to take the authorising Repeat Dispensing prescription to my pharmacy along with the first Repeat Dispensing issue form.

- My pharmacist will keep the authorising form and the first repeat issue form after dispensing my medicine. I can look after the remaining repeat issue forms or ask my pharmacist to do this for me.

- I have to use the same pharmacy for my Repeat Dispensing. If I want to change to another pharmacy I understand that I will need to go back to my doctor to get another set of Repeat Dispensing forms. I will be asked to complete a form confirming my new Repeat Dispensing pharmacy arrangements.

- I should return to the pharmacy for each Repeat Dispensing issue at intervals agreed with the pharmacy until all the Repeat Dispensing forms are used up. My pharmacist will inform me of any ordering arrangements that apply to repeat issues.

- My pharmacist will remind me when the last repeat prescription form is dispensed that I need to go back to my doctor for another set of Repeat Dispensing forms. I understand that no further issues are possible without a new repeat authorisation and new repeat issue forms from my GP.

- My pharmacist does not have to give me every item listed on the Repeat Dispensing issue e.g. if I already have sufficient supply of a particular item.

- I should tell my pharmacist if I stop taking my medicines for any reason.
Beth mae'r claf angen ei wybod am y gwasanaeth Ailadrodd Swp (Batch Repeat Dispensing)

Rw yf yn deall bod drwy gytuno i'r gwasanaeth Ailadrodd Swp:

- Bydd fy meddyg teulu yn rhoi ffurflen bresgripsiwn Ailadrodd Swp yn awdurddodi nifer o ffurflenni i mi. Bydd y presgripsiwn awdurddodi gyda 'RA' wedi'i argraffu arno a bydd yn cael ei llofnodi gan y meddyg. Mae'r presgripsiwn yn ddilys am hyd at flwyddyn. Bydd y ffurflenni Ailadrodd Swp yn cael ei marcio 'RD' ac yn ddilys ar gyfer y cyfnod a nodir ar y presgripsiwn awdurddodi.

- Mae angen i mi gymryd y Presgripsiwn awdurddodi ailadrodd (RA) i fy fferyllfa ynghyd à'r ffurflen Ailadrodd (RD) cyntaf

- Bydd fy fferylllydd yn cadw'r ffurflen awdurddodi (RA) a'r ffurflen ailadrodd (RD) cyntaf ar ôl dosbarthu fy meddyginiaeth. Gallaf edrych ar ôl y ffurflenni ailadrodd fy hyn neu ofyn fy fferylllydd i wneud hyn i mi

- Mae'n rhaid i mi ddefnyddio'r un fferyllfa ar gyfer fy Dosbarthu Ailadrodd. Os wyf am newid i fferyllfa arall rwy'n deall y bydd angen i mi fynd yn ôl at fy meddyg i gael set arall o ffurflenni ailadrodd. Bydd gofyn i mi lenwi ffurflen yn cadarnhau fy nhreffniadau fferyllfaol newydd.

- Dylwn ddychwelyd i'r fferyllfa ar gyfer pob Ailadrodd Dosbarthu ar adegu y cytunwyd arnyn gyda'r fferyllfa nes bod yr holl ffurflenni Ailadrodd Dosbarthu yn cael eu defnyddio i fyny. Bydd fy fferylllydd fy hysbysu am unrhyw drefniadau archebu sy'n berthnasol i fy mgresgripsiwn.

- Bydd fy fferylllydd yn fy atgoffa pan fydd y ffurflen bresgripsiwn ailadrodd olaf wedi ddosbarthu bod angen i mi fynd yn ôl at fy meddyg am set arall o ffurflenni Dosbarthu Ailadrodd. Deallad oes unrhyw cyflenwad pellach yn bosibl heb ffurflen awdurddodi ailadrodd (RA) newydd a ffurflen dosbarthu (RD) newydd gan fy meddyg teulu.

- Nid oes rhaid i fy fferylllydd i roi pob eitem a restrir ar y ffurflen Dosbarthu Ailadrodd (RD) ee os bod digonedd o un or eitemau gennyf yn barod.

- Dylwn i ddweud wrth fy fferylllydd os byddaf yn rhoi'r gorau i gymryd fy meddyginiaeth am unrhyw reswm
Patient consent form BRD-W2

Patient name: ____________________________

Patient address: ____________________________

I am the patient named above. My doctor, a member of the practice staff or my pharmacist have explained Repeat Dispensing to me. I have also been given a leaflet about this service “What the patient needs to know about the Batch Repeat Dispensing services”.

I agree to the exchange of information about my medication or treatment between my prescriber and my pharmacist as part of the repeat dispensing arrangements and I understand what I have to do.

Patient’s signature: ____________________________ Date: ____________________________

Date of birth: _______ _______ _______

Patient’s telephone number: ____________________________

Nominated Repeat Dispensing Pharmacy name, address and tel no.: ____________________________

GP’s name, surgery name, address and tel no.: ____________________________
Ffurflen ganiatad BRD-W2(C)

Enw'r claf: 

Cyfeiriad y claf: 

Fi yw'r claf a enwir uchod. Mae fy meddyg, aelod o staff y practis neu fy fferyllydd wedi egluro 'Ailadrodd Swp' i mi. Rwfy hefyd wedi cael taflen am y gwasanaeth hwn "Yr hyn mae angen i'r claf wybod am Ailadrodd Swp".

Cytunaf i'r wybodaeth am fy meddyginiaeth neu fy nhriniaeth gael ei rhannu rhwng y presgripsiynydd a'r fferyllydd yn rhan o'r drefn o gael ail gyflenwad o feddyginiaeth ac yr wyf yn deall yr hyn y mae'n rhaid i mi ei wneud.

Llofnod y claf: 

Dyddiad: 

Dyddiad Geni: 

Rhif ffon y claf: 

Fferyllya a enwebwyd, cyfeiriad a rhif ffon: 

Manylion am y presgripsiynydd (Enw, cyfeiriad, Rhif ffon): 

Batch Repeat Dispensing - a convenient way to get your prescriptions

If you or someone you care for use the same medicines regularly you may not need to get a new prescription every time you need more medicine. Instead you may be able to benefit from Batch Repeat Dispensing from the pharmacist. This means you won’t have to visit the surgery or make an appointment to see the doctor or practice nurse every time you need more medicine.

Step 1

Talk to either your prescriber (doctor or practice nurse) or your pharmacist and ask them if you are suitable for Batch Repeat Dispensing. They will then ask you for permission to share information with your prescriber/pharmacist about your treatment. Your prescriber will give you a signed authorisation form (which is valid up to a year) and some Batch Repeat Dispensing issue forms. They will explain what these forms are for.

Step 2

The next step is to take the forms to the pharmacy when you need your first batch of medicine. Let the pharmacist know if you’re taking any other medicines, or if your condition has changed recently. The pharmacist keeps your forms safely in the pharmacy.

Step 3

Next time you need more medicine, if the pharmacy is looking after the forms for you, contact them and tell them you need more medicine so they can have it ready for you when you go in.

Talk to your doctor, local pharmacist or practice nurse if you have questions and to find out more.

Frequently Asked Questions (FAQs)

What is Repeat Dispensing and how does it work?

It’s a different way that patients taking regular medicines can get them without asking their doctor for a prescription each time.

Your doctor will give you an “authorising” repeat prescription form (marked ‘RA’ and signed by your doctor) and a number of Repeat Dispensing issue forms (‘RD’, not signed). This form will authorise a number of Repeat Dispensing issues and may specify the intervals at which those repeats are to be dispensed.

Do I have to agree to a Repeat Dispensing service?
No. Although your GP has identified that you may safely receive your medicine through the Repeat Dispensing service, you don’t have to agree to this and you can continue getting repeat prescriptions from your surgery.

**Can any pharmacy provide the service?**

You can choose any pharmacy that dispenses NHS prescriptions. You just need to make sure you use the same pharmacy each time you need more medicine.

**What happens if I want to change pharmacy?**

If for any reason you want to change dispensing arrangements, e.g. if you move house, then you will need to inform your surgery to make arrangements for a new Repeat Dispensing prescription to be produced. Your surgery will confirm with your previous pharmacy that any remaining instalments on your old prescription are cancelled and you will be asked to fill in another form indicating which pharmacy you will be using in future.

**What do I do with the rest of the forms?**

Your pharmacist can look after your Repeat Dispensing issues for you and they will then be stored safely and securely for you in the pharmacy. You can then request your medicines to be dispensed as and when you need them.

Alternatively, you may choose to keep the remaining Repeat Dispensing issue forms yourself and present each in turn for future supplies. If you lose any of the forms the pharmacy will be unable to supply you with any medicines and you will have to go back to your doctor to have a new set of prescriptions re-printed.

**How long are these prescriptions valid for?**

Most prescriptions are valid for a year. In some cases – for example if your prescriber wants to see you sooner – they may be valid for a shorter time.

**What happens when my repeat dispensing prescription runs out?**

Your pharmacist will remind you when you need to contact the surgery for a new Repeat Dispensing prescription. Your GP may ask you to make an appointment to review your condition before deciding whether or not to continue the Repeat Dispensing arrangements.

**Is the pharmacist qualified to help me?**

Yes. As well as doing a four-year masters degree, pharmacists do an additional year’s training which covers the actions, use and side-effects of medicines. That means they’re highly qualified to advise you on the medicines you’re taking. Most pharmacists carry out medicines use reviews that support you in how to best take your medicines and identify any issues you may have.

**Will I still be able to see my GP if I become ill?**

Yes. You can make a GP appointment as usual or you may wish to discuss your condition with your pharmacist in the first instance.

**What happens if my medicines are changed or new medicines are added to my current treatment?**
If necessary your GP will contact your pharmacist to cancel any remaining batch issues and provide you with a new prescription for your updated treatment. In this way all your medication should be in quantities that make sense for re-ordering purposes.

**Do I have to get all the items on my prescription at the same time?**

No. Your pharmacist will check with you whether all the medication is required at each instalment dispensing. If an item is not dispensed it will be marked as such on the batch prescription form. You will be asked to confirm the number of items received by filling in the appropriate section of the batch form.

**Can the pharmacist change my prescription without telling me?**

No. The pharmacist can talk to you about your medicine, and help you with any questions or problems. But no one will change your prescription without talking to you first.
**Cwestiynau Cyflym BRD-W3(C)**

**Ffordd newydd o gael eich presgripsiynau rheolaidd**

Os ydych chi, neu rywun rydych yn gofalu amdano, yn defnyddio’r un meddyginiaethau’n rheolaidd, efallai na fydd angen cael presgripsiwn newydd bob tro y bydd angen mwy o feddyginiaeth arnoch chi.

**Siaradwch â’ch meddyg, fferyllydd lleol neu’r nyrs practis i gael gwybod mwyn am hyn.**

**Cam 1**

Y cam cyntaf yw siarad â’r person sy’n rhoi’r presgripsiwn i chi - a gofyn iddo/iddi os gallwch drefnu cael amlbresgripsiynau. Fel arfer, eich meddyg neu’r nyrs practis fydd yn rhoi’r presgripsiwn i chi.

Wedyn, byddant yn gofyn i chi roi eich caniatâd i rannu gwybodaeth am eich triniaeth â’ch fferyllydd. Bydd hyn yn helpu’r fferyllydd i roi manyllon eich triniaeth i’r person sy’n rhoi’r presgripsiwn, ac i roi cyngor defnyddiol i chi. Efallai y bydd gofyn i chi lofnodi ffurfl en ganiatâd.

Bydd y meddyg neu’r nyrs yn llofnodi ffurfl en ganiatâd (sy’n ddilys am fl wyddyn) a rhai ffurfl enni amlbresgripsiwn, ac yn eu rhoi i chi.

**Cam 2**

Y cam nesaf fydd mynd â’r ffurfl en ganiatâd ac un o’r ffurfl enni amlbresgripsiwn at y fferyllydd pan fydd angen y feddyginiaeth arnoch nesafl. Ni fydd angen i chi lenwi neu lofnodi’r ffurfl en es eich bod yn barod i w rhoi’r fferyllydd. Gall y fferyllydd eich helpu i lenwi’r ffurfl en os nad ydych yn siwr beth i’w wneud. Dywedwch wrth y fferyllydd os ydych yn cymryd unrhyw feddyginiaeth eraill, neu os yw eich cyflwr wedi newid yn ddiweddar.

Mae’r fferyllydd yn cadw eich ffurfl en ganiatâd. Dylech gadw gweddill eich ffurfl enni mewn lle diogel, neu gallwch ofyn i’r fferyllydd ofalu amdanwynt. Bydd angen un ffurfl en arnoch bob tro y byddwch yn casglu’u meddyginiaeth.

**Cam 3**

Y tro nesafl y bydd angen mwy o feddyginiaeth arnoch, ewch à ffurfl en amlbresgripsiwn newydd i’r un fferylfia. Os yw’r fferylfia yn cadw’r ffurfl enni ar eich rhan, ffoniwch nhw ymlaen llaw i ddweud bod angen mwy o feddyginiaeth arnoch. Wedyn, bydd yn barod i chi pan ewch i mewn. Cofi wch lenwi eich ffurfl en amlbresgripsiwn ar ôl cyrraedd y fferyllyfa er mwyn iddy nhw allu rhoi’r feddyginaeth i chi. Os oes gennych unrhyw gwestiwn, holwch y fferyllydd. Bydd yn fwy na pharod i’ch helpu.

**Cwestiynau Posibl**

**Beth yw Dosbarthu Ailadrodd a sut mae’n gweithio?**

Batch Repeat Dispensing service
Mae’n ffordd wahanol y gall clefion sy’n cymryd meddyginiaethau yn rheolaidd eu derbyn heb ofyn i’w meddyg am bresgripsiwn bob tro.

Bydd eich meddyg yn rhoi ffurflen bresgripsiwn “awdurdodi” (wedî’i farcio ‘RA’ a’i lofnodi gan eich meddyg) a nifer o ffurflen iailadrodd (’RD’, heb eu llofnodi) i chi. Bydd y ffurflen hon yn awdurdodi nifer o bregripsiynau iailadrodd a gall bennu cyfnodau cyn allwch gael ailadroddiadau.

A oes rhaid i mi gyntu i wasanaeth Ailadrodd prescripsiwn?

Nac oes. Er bod eich meddyg teulu wedi nodi y gallech derbyn eich meddyginiaeth trwy’r gwasanaeth Dosbarthu Ailadrodd yn ddiogel, nid oes rhaid i chi gyntu i hyn a gallwch barhau i gael eich bresgripsiwn iailadrodd gan eich meddygfa.

Beth sy’n digwydd os ydw i’n colli fy ffurflen enni, neu os ydw i’n rhedeg allan?

Bydd angen i chi fynd yn ôl at y person sy’n rhoi’r presgripsiwn a gofyn am fwy o ffurflen enni. Cofiwch wneud hyn yng nîch bod eich meddyginiaeth yn rhedeg allan, rhag ofn y bydd gofyn i chi wneud apwyntiad gyda’r meddyg neu’r nyrs er mwyn iddydd nhw wneud yn siwrd fod y feddyginiaeth yn dal yn addas.

Gall unrhyw fferyllfa ddarparu’r gwasanaeth hwn?

Gallwch ddewis unrhyw fferyllfa sy’n gweinyddu presgripsiynau’r GIG. Ond mae angen i chi wneud yn siwrd eich bod yn defnyddio’r un fferyllfa bob tro y bydd angen mwy o feddyginiaeth arnoch chi.

Beth os ydw i’n symud ty’ ac angen mynd i fferyllfa arall?

Bydd angen i chi fynd yn ôl at y person sy’n rhoi’r presgripsiwn a gofyn am set newydd o ffurfleni. Dylech fynd â’r ffurfleni ganiatâd newydd wedi’i llofnodi, ynghyd â’r ffurflen amlbresgripsiwn i’ch fferyllfa newydd pan fydd angen eich meddyginiaeth arnoch.

A oes rhaid i mi gael pob eitem ar fy mhresgripsiwn ar yr un pryd?

Nac oes. Os oes dal digon o un math o feddyginiaeth ar ôl gyda chi, dywedwch wrth y fferylllydd.

A yw’r fferylllydd yn gymwys i’r help i?

Ydy. Mae wedi gwneud grad meistr pedair blynedd, a blywydden arall o hyfforddiant ar ôl hynny lle mae’n dysgu am feddyginiaethau, sut i’w defnyddio ac am eu sgil-efeithiau. Felly, mae’n gymwys iawn i’ch cynghori am y meddyginiaethau rydych yn eu cymryd.

A all y fferylllydd newid fy mhresgripsiwn heb ddweud wrthf?

Na all. Gall y fferylllydd siarad â chi am eich meddyginiaeth, a’ch helpu gydag unrhyw problem. Ond fydd neb yn newid eich presgripsiwn heb siarad â chi gyntaf.

Am faint o amser y mae’r presgripsiynau hyn yn ddily?

Mae’r rhan fwyaf o bresgripsiynau’n ddîlys am fl wyddyn. Mewn rhai achosion - er enghraifft os yw’ch meddyg neu’r nyrs practis am eich gweld yn gynt - efallai y byddant yn ddîlys am lai o amser.

A alla i dal i gael amlbresgripsiynau o’r feddygfa?

Gallwch. Chi sydd i benderfynu sut rydych am gael eich meddyginiaethau.
**Batch Repeat Dispensing service**

**GP communications form BRD-W4**  
*(To be sent to the patient’s pharmacy, retaining a copy in the practice)*

Please action the following for the Repeat Dispensing patient named below and send to the nominated pharmacy as soon as possible.

<table>
<thead>
<tr>
<th>Date</th>
<th>GP name and practice address</th>
<th>Practice stamp</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Referral form ref no</th>
<th>Patient name and address</th>
<th>Pharmacist name and address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

**Action required**

<table>
<thead>
<tr>
<th>Action required</th>
<th>GP to tick action required or write instruction as appropriate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do not issue any further repeats of (drug name/s)</td>
<td></td>
</tr>
<tr>
<td>Ask the patient to return to the surgery for review</td>
<td></td>
</tr>
<tr>
<td>Provide simple administration advice for (drug name)</td>
<td></td>
</tr>
<tr>
<td>Ask the patient to return to the surgery for blood monitoring test</td>
<td></td>
</tr>
<tr>
<td>If none of the above applies please write in specific action required</td>
<td></td>
</tr>
</tbody>
</table>

**GP signature:**
Pharmacist communications form BRD-W5
(To be sent to the patient’s GP, retaining a copy in the pharmacy).

Please action the following for the Repeat Dispensing patient named below

<table>
<thead>
<tr>
<th>Date</th>
<th>GP name and practice address</th>
<th>Practice stamp</th>
</tr>
</thead>
<tbody>
<tr>
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</table>

<table>
<thead>
<tr>
<th>Referral form ref no</th>
<th>Patient name and address</th>
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</table>

The following issue(s) relating to the patient named above have been identified

<table>
<thead>
<tr>
<th>Issue</th>
<th>A tick donates that this has been identified as an issue for your patient</th>
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<tbody>
<tr>
<td>Erratic collection of repeat medication</td>
<td></td>
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<tr>
<td>Compliance problems</td>
<td></td>
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<tr>
<td>Side effects of medication</td>
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<tr>
<td>Potential adverse drug reaction</td>
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<tr>
<td>Medication no longer required</td>
<td></td>
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<tr>
<td>Query dose regimen</td>
<td></td>
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<tr>
<td>Query benefit of treatment</td>
<td></td>
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<tr>
<td>Distressing symptoms</td>
<td></td>
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<tr>
<td>Requires Monitoring</td>
<td></td>
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<tr>
<td>Batch issues lost</td>
<td></td>
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</tbody>
</table>

The following action is recommended (write details below)

For pharmacy copy only – Tick as appropriate

<table>
<thead>
<tr>
<th>Recommendation accepted by GP</th>
<th>YES</th>
<th>No</th>
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<tbody>
<tr>
<td>Patient records amended in the Pharmacy</td>
<td></td>
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</table>
## Record of destroyed batch issues BRD-W6

<table>
<thead>
<tr>
<th>Patient name</th>
<th>Date destroyed</th>
<th>Number of batch</th>
<th>Reason for destruction (see code*)</th>
<th>Date GP informed</th>
<th>Pharmacist initials</th>
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**Code:**

- **Ex** = Repeatable prescription expired
- **MS** = Medication stopped
- **PS** = Patient no longer using RDA
- **PR** = Patient refused supply
- **MP** = Moved pharmacy/GP practice
- **N** = Issue not collected by patient
- **D** = Patient deceased
You are due to collect your last batch repeat dispensing supply after this one.

Only 1 further issue can be made until you have a review at your surgery and then provide a new Batch of Repeat Dispensing Prescription.

DON’T RUN OUT OF THE MEDICINES YOU NEED!

MAKE A REVIEW APPOINTMENT and REQUEST A NEW BATCH REPEAT DISPENSING PRESCRIPTION from your surgery in plenty of time.

You are due to collect your last batch repeat dispensing supply after this one.

Only 1 further issue can be made until you have a review at your surgery and then provide a new Batch of Repeat Dispensing Prescription.

DON’T RUN OUT OF THE MEDICINES YOU NEED!

MAKE A REVIEW APPOINTMENT and REQUEST A NEW BATCH REPEAT DISPENSING PRESCRIPTION from your surgery in plenty of time.
Rydych yn fod i gasglu eich cyflenwad dosbarthu swp diwethaf ar ôl yr un yma.

Dim ond 1cyflenwad arall bydd yn cael ei wneud hyd nes y byddwch yn cael adolygiad yn eich meddygfa ac wedyn bydd eisiau Presgripsiwn Swp newydd.

**PEIDIWCH Â RHEDEG ALLAN O’R MEDDYGINIAETHAU SYDD ANGEN ARNOCH!**

Gwnech apwyntiad am adolygiad a chais am bresgripsiynau swp newydd o’ch meddygfa mewn dda bryd.

Rydych yn fod i gasglu eich cyflenwad dosbarthu swp diwethaf ar ôl yr un yma.

Dim ond 1cyflenwad arall bydd yn cael ei wneud hyd nes y byddwch yn cael adolygiad yn eich meddygfa ac wedyn bydd eisiau Presgripsiwn Swp newydd.

**PEIDIWCH Â RHEDEG ALLAN O’R MEDDYGINIAETHAU SYDD ANGEN ARNOCH!**

Gwnech apwyntiad am adolygiad a chais am bresgripsiynau swp newydd o’ch meddygfa mewn dda bryd.

Rydych yn fod i gasglu eich cyflenwad dosbarthu swp diwethaf ar ôl yr un yma.

Dim ond 1cyflenwad arall bydd yn cael ei wneud hyd nes y byddwch yn cael adolygiad yn eich meddygfa ac wedyn bydd eisiau Presgripsiwn Swp newydd.

**PEIDIWCH Â RHEDEG ALLAN O’R MEDDYGINIAETHAU SYDD ANGEN ARNOCH!**

Gwnech apwyntiad am adolygiad a chais am bresgripsiynau swp newydd o’ch meddygfa mewn dda bryd.
You have collected your last repeat dispensing supply

No further issues can be made until you provide a new Repeat Dispensing Prescription.

DON’T RUN OUT OF YOUR MEDICINES!

REQUEST A NEW REPEAT DISPENSING PRESCRIPTION FROM YOUR SURGERY IN PLENTY OF TIME.

You may be asked to make an appointment with the doctor so that he/she can review your condition and decide whether or not to continue with your Repeat Dispensing Arrangements.

You have collected your last repeat dispensing supply

No further issues can be made until you provide a new Repeat Dispensing Prescription.

DON’T RUN OUT OF YOUR MEDICINES!

REQUEST A NEW REPEAT DISPENSING PRESCRIPTION FROM YOUR SURGERY IN PLENTY OF TIME.

You may be asked to make an appointment with the doctor so that he/she can review your condition and decide whether or not to continue with your Repeat Dispensing Arrangements.
Final supply patient reminder BRD-W8 (C)

**Yr ydych wedi casglu eich cyflenwad ailadrodd diwethaf**

Ni all unrhyw cyflenwad pellach cael ei wneud hyd nes y byddwch yn derbyn Presgripsiwn ailadrodd newydd.

**PEIDIWCH Â RHEDEG ALLAN O’CH MEDDYGINIAETHAU!**

**GOFYNWCH AM PRESGRIPSIWN AILADRODD NEWYDD GAN EICH FEDDYGFA MEWN DIGON O AMSER.**

Efallai y gofynnir i chi wneud apwyntiad gyda’r meddyg fel y gall ef / hi adolygu eich cyflwr a phenderfynu p’un ai i barhau gyda’ch trefniadau ailadrodd

---

**Yr ydych wedi casglu eich cyflenwad ailadrodd diwethaf**

Ni all unrhyw cyflenwad pellach cael ei wneud hyd nes y byddwch yn derbyn Presgripsiwn ailadrodd newydd.

**PEIDIWCH Â RHEDEG ALLAN O’CH MEDDYGINIAETHAU!**

**GOFYNWCH AM PRESGRIPSIWN AILADRODD NEWYDD GAN EICH FEDDYGFA MEWN DIGON O AMSER.**

Efallai y gofynnir i chi wneud apwyntiad gyda’r meddyg fel y gall ef / hi adolygu eich cyflwr a phenderfynu p’un ai i barhau gyda’ch trefniadau ailadrodd

---

**Referral form BRD-W9**

Batch Repeat Dispensing service
Dear Doctor,

I am referring this patient to potentially participate in the Repeat Dispensing Scheme as their medication regimen and medical condition complies with the criteria we agreed for patient selection:

- Patients medical condition has been stable on current medication
- Patient is not taking any Controlled Drugs
- Patients has had the same medication regimen for over 6 months

Additional Information

Name (printed): 

Position / occupation: 

Base: 

Signature 

Please complete this form and send to the patient’s GP as per agreed protocol.
GP checklist for enrolment BRD-W10

<table>
<thead>
<tr>
<th>Patient name:</th>
<th>Date of Birth:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Next review date:</td>
<td>Address:</td>
</tr>
<tr>
<td>Pharmacy</td>
<td></td>
</tr>
</tbody>
</table>

**Medical conditions:**

<table>
<thead>
<tr>
<th>Repeat medicines and dose:</th>
<th>Quantity</th>
<th>Compliant</th>
<th>Date started</th>
<th>PRN: (Y/N)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Monitoring</th>
<th>Date</th>
<th>Monitoring</th>
<th>Date</th>
<th>Monitoring</th>
<th>Date</th>
</tr>
</thead>
</table>

**Pharmacist / officer recommendations/comments:**

- [ ] Switch to BRD – initial prescription for [ ] months
- [ ] Continue unchanged – reason: [ ]
- [ ] Review by GP
- [ ] PRN medicines to be managed – unchanged / BRD for [ ] issues
- [ ] Action required prior to transfer (see over)

**Name** [ ] **Signed** [ ] **Date** [ ]

**Actions required:**

- [ ] Medicines review required
- [ ] Bloods required [ ]
- [ ] BP required [ ]
- [ ] Other required (see below) [ ]
Prescriber’s recommendations/comments:

☐ Switch to BRD – initial prescription for ______ months

☐ Continue unchanged – reason: __________________________

☐ PRN medicines to be managed – unchanged / BRD for ______ issues

Prescriber _______________ Signed _______________ Date ________

Action

<table>
<thead>
<tr>
<th>Patient signed consent form BRDW2 &amp; provided PIL BRDW1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients appropriateness for BRD assessed</td>
</tr>
<tr>
<td>Patient invited for review/monitoring*</td>
</tr>
<tr>
<td>Medication review completed*</td>
</tr>
<tr>
<td>Consent form &amp; GP checklist authorised by prescriber</td>
</tr>
<tr>
<td>BRD prescription forms generated</td>
</tr>
<tr>
<td>Patient record annotated with appropriate READ code:</td>
</tr>
<tr>
<td>#8BM1 – repeat dispensing at designated pharmacy</td>
</tr>
<tr>
<td>#8IEF – repeat dispensing service declined</td>
</tr>
<tr>
<td>Patient record annotated with their selected pharmacy**</td>
</tr>
<tr>
<td>Alert ‘on repeat dispensing service’ added to patient record**</td>
</tr>
<tr>
<td>Prescription forms and white copy of consent form RD1(W) sent to patient’s pharmacy**</td>
</tr>
<tr>
<td>Annotate patient recruitment form and return to pharmacy:</td>
</tr>
<tr>
<td>√ = included</td>
</tr>
<tr>
<td>X = excluded</td>
</tr>
<tr>
<td>L = letter sent to patient</td>
</tr>
<tr>
<td>Reconsider in ‘n’ months</td>
</tr>
<tr>
<td>Scan/file consent form &amp; GP checklist into patient notes**</td>
</tr>
<tr>
<td>Destroy paperwork (according to practice policy)</td>
</tr>
</tbody>
</table>

*if needed; ** if transferred to BRD
Patient recruitment summary BRD-W11

Week ending: 
Pharmacy: 

The details of the patients who meet the criteria for the repeat dispensing service and have consented to participate are below. I would be grateful if you can check their medical records to see if there are any reasons that the patients should not participate.

I would appreciate if you could produce a repeat authorisation and batch issues for each of the suitable patients and provide these to the pharmacy before the patient next requires their repeat prescription dispensed.

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Date of birth</th>
<th>Consent form</th>
<th>Practice decision</th>
</tr>
</thead>
<tbody>
<tr>
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</table>

**Practice decision**

- Included  
- Excluded
- Letter sent to patient
- Reconsider in ‘n’ months

<table>
<thead>
<tr>
<th>Key</th>
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<tbody>
<tr>
<td>Included</td>
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<td>Excluded</td>
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<td>L</td>
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<tr>
<td>‘n’</td>
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</tbody>
</table>

If the prescriber decides that the patient is not suitable for Batch Repeat Dispensing then please ensure the nominating pharmacy is informed of the decision and a note made on the patients PMR.

Batch Repeat Dispensing service
### Colleague training needs analysis BRD-W12

<table>
<thead>
<tr>
<th>Topic</th>
<th>How would you describe your current knowledge?</th>
<th>Have you had previous training in this area?</th>
<th>What actions do you need to take?</th>
<th>Action completed and competent?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Understand what the Batch Repeat Dispensing (BRD) service is?</td>
<td>□ V good □ Good</td>
<td>□ Yes</td>
<td>□ Yes</td>
<td>□ No</td>
</tr>
<tr>
<td>Understand the processes in the practice to run the BRD service?</td>
<td>□ V good □ Good</td>
<td>□ Yes</td>
<td>□ Yes</td>
<td>□ No</td>
</tr>
<tr>
<td>Able to explain the benefits of BRD to patients?</td>
<td>□ V good □ Good</td>
<td>□ Yes</td>
<td>□ Yes</td>
<td>□ No</td>
</tr>
<tr>
<td>Able to identify suitable BRD patients?</td>
<td>□ V good □ Good</td>
<td>□ Yes</td>
<td>□ Yes</td>
<td>□ No</td>
</tr>
<tr>
<td>Able to explain the patient’s new ‘journey’ for their medication supply and reviews?</td>
<td>□ V good □ Good</td>
<td>□ Yes</td>
<td>□ Yes</td>
<td>□ No</td>
</tr>
<tr>
<td>Understand consent and paperwork associated with BRD?</td>
<td>□ V good □ Good</td>
<td>□ Yes</td>
<td>□ Yes</td>
<td>□ No</td>
</tr>
<tr>
<td>Understand how to set up a patient with BRD at the surgery?</td>
<td>□ V good □ Good</td>
<td>□ Yes</td>
<td>□ Yes</td>
<td>□ No</td>
</tr>
<tr>
<td>Understand how to manage and dispense BRD at the pharmacy?</td>
<td>□ V good □ Good</td>
<td>□ Yes</td>
<td>□ Yes</td>
<td>□ No</td>
</tr>
<tr>
<td>Understand how to cancel items on a BRD script?</td>
<td>□ V good □ Good</td>
<td>□ Yes</td>
<td>□ Yes</td>
<td>□ No</td>
</tr>
<tr>
<td>Topic</td>
<td>How would you describe your current knowledge?</td>
<td>Have you had previous training in this area?</td>
<td>What actions do you need to take?</td>
<td>Action completed and competent?</td>
</tr>
<tr>
<td>-------</td>
<td>-----------------------------------------------</td>
<td>---------------------------------------------</td>
<td>----------------------------------</td>
<td>-------------------------------</td>
</tr>
<tr>
<td>Understand how to communicate any changes or cancelations about BRD with the pharmacist?</td>
<td>□ V good  □ Good</td>
<td>□ Yes</td>
<td>□ Yes</td>
<td>□ No</td>
</tr>
<tr>
<td>Understand how to communicate any changes or cancelations about BRD with the pharmacist?</td>
<td>□ Average  □ Poor</td>
<td>□ No</td>
<td>□ No</td>
<td>□ Yes</td>
</tr>
<tr>
<td>Able to explain to the patient about the reauthorisation process and need for review?</td>
<td>□ V good  □ Good</td>
<td>□ Yes</td>
<td>□ Yes</td>
<td>□ No</td>
</tr>
<tr>
<td>Understand process for reauthorisation and provision of BRD?</td>
<td>□ Average  □ Poor</td>
<td>□ No</td>
<td>□ No</td>
<td>□ Yes</td>
</tr>
<tr>
<td>Understand where to access the forms and tools needed for the BRD service?</td>
<td>□ V good  □ Good</td>
<td>□ Yes</td>
<td>□ Yes</td>
<td>□ No</td>
</tr>
<tr>
<td>Know who to contact if you have any queries about BRD and/or the dispensing of it?</td>
<td>□ Average  □ Poor</td>
<td>□ No</td>
<td>□ No</td>
<td>□ Yes</td>
</tr>
<tr>
<td>Know how to contact surgery with any issues on ETP Rx</td>
<td>□ V good  □ Good</td>
<td>□ Yes</td>
<td>□ Yes</td>
<td>□ No</td>
</tr>
</tbody>
</table>
### Action plan: Set up BRD-W13

<table>
<thead>
<tr>
<th>Action</th>
<th>How will this be achieved?</th>
<th>Target date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inform the Health Board of the Practice intention to start the repeat dispensing service.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Collate information of the contact details of the local community pharmacies.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appoint a clinical and administrative lead for the practice.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Share the information from the Repeat Dispensing (RD) manual with the surgery team to ensure that all prescribers, multidisciplinary team members and the support/admin team understand how the service operates.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ensure everyone in the practice is able to promote and explain BRD to patients.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ensure the team can complete the responsibilities they will have to keep the administration of the service up to date. (Training Needs Analysis can support this).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Set your patient criteria to allow easy identification of suitable patients and a smooth running of initiating patients into the service.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Consider how to set up a routine during annual medication reviews (Birthday patient reviews can support this as recommended by RCGP).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Consider the procedure for managing PRNs, powders, creams, liquids. Individual RD’s with a different interval? My Health Online? Acute scripts or managed repeats for the patient to manage?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ensure that a patient’s total number of RD prescriptions coincide with reviews that are needed or QOF relevant tests.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Set up an engagement meeting with the local pharmacies about the initiation of the repeat dispensing service.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Identify a named RD lead at each pharmacy and agree with them how RD will work with them locally.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Action</td>
<td>How will this be achieved?</td>
<td>Target date</td>
</tr>
<tr>
<td>--------</td>
<td>---------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Set up the communication channels for notification of changes, cancellations or referrals to and from the practice and pharmacy.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work with the local pharmacy to identify suitable patients who would benefit from RD.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Review the RD service 6 months after set up to identify any outcomes in patient satisfaction, reduced waste or increased efficiency in the prescription management process.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Share successes and build on any improvements identified.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Key contacts**

<table>
<thead>
<tr>
<th>Contact</th>
<th>Details (telephone/fax/email)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Health Board</strong></td>
<td></td>
</tr>
<tr>
<td><strong>GP practice</strong></td>
<td>Practice manager</td>
</tr>
<tr>
<td></td>
<td>BRD lead clinician</td>
</tr>
<tr>
<td></td>
<td>BRD admin lead</td>
</tr>
<tr>
<td></td>
<td>Cluster/practice pharmacist</td>
</tr>
<tr>
<td><strong>Pharmacy</strong></td>
<td>Pharmacist</td>
</tr>
<tr>
<td></td>
<td>BRD lead tech</td>
</tr>
<tr>
<td><strong>Pharmacy</strong></td>
<td>Pharmacist</td>
</tr>
<tr>
<td></td>
<td>BRD lead tech</td>
</tr>
<tr>
<td><strong>Pharmacy</strong></td>
<td>Pharmacist</td>
</tr>
<tr>
<td></td>
<td>BRD lead tech</td>
</tr>
</tbody>
</table>
Responsibilities BRD-W14
(To support the action plan to set up the service.)

<table>
<thead>
<tr>
<th>Action</th>
<th>Completed by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appoint pharmacy administrative and clinical leads for repeat dispensing</td>
<td>Pharmacy</td>
</tr>
<tr>
<td>Appoint practice administrative and clinical leads for repeat dispensing</td>
<td>Practice</td>
</tr>
<tr>
<td>Identify suitable patient(s)</td>
<td>Practice &amp; Pharmacy by agreement</td>
</tr>
<tr>
<td>Discuss repeat dispensing arrangements with patient(s)</td>
<td>Practice &amp; Pharmacy</td>
</tr>
<tr>
<td>Provide information leaflet RD2(W)</td>
<td>Practice &amp; Pharmacy</td>
</tr>
<tr>
<td>Gain patient consent RD1(W)</td>
<td>Practice &amp; Pharmacy</td>
</tr>
<tr>
<td>Request RD prescription</td>
<td>Pharmacy (on behalf of patient) &amp; Patient &amp; Carer</td>
</tr>
<tr>
<td>Verify the need for a review and organise as appropriate before reauthorisation</td>
<td>Practice</td>
</tr>
<tr>
<td>Issue RD prescription and batch issues to date of review (initially maximum 6 months)</td>
<td>Practice</td>
</tr>
<tr>
<td>Read code patient as repeat dispensing patient</td>
<td>Practice</td>
</tr>
<tr>
<td>Collect prescription for dispensing</td>
<td>Pharmacy or Patient or Carer</td>
</tr>
<tr>
<td>Dispense batch issues in turn</td>
<td>Pharmacy</td>
</tr>
<tr>
<td>Inform practice of non-concordance (i.e. over or under ordering)</td>
<td>Pharmacy</td>
</tr>
<tr>
<td>Inform patient to arrange an appointment for monitoring / medication review with surgery</td>
<td>Pharmacy &amp; Practice</td>
</tr>
<tr>
<td>Order the next prescription by local process when due</td>
<td>Pharmacy (on behalf of patient) or Patient or Carer</td>
</tr>
<tr>
<td>Notify practice of final batch dispensing</td>
<td>Pharmacy</td>
</tr>
<tr>
<td>Record patient dispensing history</td>
<td>Pharmacy</td>
</tr>
<tr>
<td>Conduct MUR and provide MUR action plan to surgery as appropriate</td>
<td>Pharmacy</td>
</tr>
<tr>
<td>Provide dispensing history to practice if needed</td>
<td>Pharmacy</td>
</tr>
<tr>
<td>Conduct annual review &amp; any necessary monitoring</td>
<td>Practice</td>
</tr>
<tr>
<td>Issue new RD prescription</td>
<td>Practice</td>
</tr>
<tr>
<td>Inform pharmacy of changes to medication or patient status</td>
<td>Practice</td>
</tr>
</tbody>
</table>

Batch Repeat Dispensing service