

Increasing the use of electronic Repeat Dispensing

Key messages for dispensers

The NHS Business Services Authority (NHSBSA) works collaboratively with primary care staff to increase the use of electronic Repeat Dispensing (eRD).

Our key messages will help you make the most of eRD in your area.

We hope you find these key messages useful. If you have any feedback or suggestions, please get in touch with us at: nhsbsa.gpproviderassurance@nhs.net

Key messages

- eRD saves the NHS time and money by reducing the amount of paper processing required by GPs, pharmacists and the NHS Business Services Authority.
- Electronic prescriptions will save the NHS £300m by 2021.
- EPS has the potential to deliver significant benefits to patients while saving millions of pounds that could be re-invested in patient care. This is especially true for patients who get regular or repeat prescriptions, using Electronic Repeat Dispensing (eRD) – a process that allows regular medicines to be prescribed for suitable patients in batches of up to a year.
- Maximise eRD use in your area and encouraging patients to make the switch today.
- Encourage patients to nominate a pharmacy for EPS and eRD. This helps to improve the patient experience and provides continuity of care.

Additional key messages for dispensers:

- Before dispensing items, always check the prescription tracker.
- Before dispensing items, dispensers have a contractual obligation to ask the patient four questions:
 1. Have you seen any health professional since your last repeat was supplied?
 2. Have you recently started taking any new medicines either on prescription or that you have bought over the counter?
 3. Have you been having any problems with your medication or experiencing any side effects?
 4. Are there any items on your repeat prescription that you don't need this month?