

Increasing the use of electronic Repeat Dispensing

Patient text message template: COVID-19 version

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

We have created some text message content you can use to promote eRD to your patients in response to coronavirus (COVID-19).

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

Legal basis for sending messages by text or email

The General Data Protection Regulation (GDPR) says you must have a lawful basis to use personal information to send promotional messages by text or email.

It is appropriate to contact patients regarding eRD as it relates to providing direct care. However, there must be appropriate 'fair processing' to support this. This means you have let patients know why you might contact them, how, and provided them with an opportunity to not participate, or opt out.

In many cases you will already have explicitly informed patients that they may be contacted via text message or email regarding their care and the service at the practice. If so, then you can send text messages and emails to patients informing them of eRD using our templates.

If you have not previously informed patients that they may be contacted via text message or email, then you should provide this information and an opportunity for the patient to not participate, or opt out. This could be done by sending a text message or email and providing patients with a reasonable amount of time to opt out.

Your GP practice is ultimately responsible for ensuring that patients' personal information is used appropriately. Please contact your local information governance lead if you require further advice or support on this.

View [general advice about GDPR](#)

Text message content

1. In response to coronavirus (COVID-19), [Name of practice] is moving suitable patients to electronic Repeat Dispensing (eRD) to help you protect yourself and continue to receive your regular medication. It's easy to use and you don't need a computer or electronic device.
2. If you get regular or repeat prescriptions you might be suitable for electronic Repeat Dispensing (eRD). This means you could pick up your repeat prescriptions, or have them delivered directly from your pharmacy, without having to make unnecessary trips or calls to your GP.
3. Electronic Repeat Dispensing (eRD) allows your GP to prescribe your regular medicines for up to a year. Your regular prescriptions are stored securely on the NHS database, so they'll be ready at the pharmacy each time you need them. It's reliable, secure and confidential. You don't need to do anything. Your GP will set up eRD for you.