

[10:41 AM] Mashru Vishal – Head of Medicines and Research – Cross Counties PCN

ELR CCG implemented a programme to stop 3rd party ordering which many CCGs across England have also implemented to improve patient safety, access to medicines, increased quality of prescribing and less wastage. As part of this programme the requirement of practices was to promote patients ordering their own medications via online ordering or by taking their white (repeat) slips to their practice.

As a practice we made those changes taking our patient population into consideration and made allowances where 3rd parties could order for specific groups of patients (e.g. housebound and vulnerable). We have recently made a decision to cease ordering medications by telephone from 14th September, although it may be a convenient method for ordering there are potential opportunities for error and lack of audit trail which may lead to patient safety issues.

NHS England has advised that online ordering and electronic transfer of prescriptions provides a safer service for both practices and their patients. Some requests for medication over the phone are not clear and can take considerable time and effort to clarify what is needed – online requests avoid potential confusion, transcription and medication issue errors.

For patients who may fall in the housebound/vulnerable group they can continue to utilise their local community pharmacy to order on their behalf. If patients are unable to use online ordering they can still drop their white slip to the practice prescription box or post the slip via Royal Mail to the practice for processing.

Dispensing patient should use the online ordering method or bring/post their repeat slips into the practice. If any patient has any difficulties with this they need to speak to the dispensary team who would be happy to help.