



**Wessex**  
Academic Health  
Science Network

Wellbeing and Wealth

# Helping GP Practices get started with Repeat Dispensing



Repeat dispensing  
is very popular with  
patients and saves GP  
and Practice time.

This leaflet outlines steps  
and resources to support GP  
Practices and Community  
Pharmacies to  
implement repeat  
dispensing



## Background

To support greater availability of Repeat Dispensing for patients Wessex AHSN held workshops for over 140 attendees from general practice and community pharmacy.

This summary outlines the steps that GP practices can take to make this service available to their patients and free up significant GP practice time.

## Understand the context

This short 10 minute video outlines how a practice successfully set up repeat dispensing and the benefits that it had for patients, the practice and the local pharmacy. <https://vimeo.com/67715690>

## Build links

Set up a meeting with your local pharmacy(ies). Agree between you how to select patients who are suitable for repeat dispensing and agree how you will start off.

Both the pharmacy and the GP practice should identify a lead person in each organisation to be the contact person for any issues related to repeat dispensing.

This does not have to be a GP or a pharmacist and may work best when it is a member of the reception team and a dispenser.

The leads from both the practice and the pharmacy should aim to have a weekly call in the first few weeks to share understanding and ensure that any issues that crop up are resolved.





## Set up the process

If you are unsure about how to print a repeatable prescription, contact your GP practice system provider. They will be able to demonstrate how you generate the batch prescriptions.

Inform your Patient Participation Group about repeat dispensing. A patient leaflet is available. Remember patients really value this service so it should be available to them.

## Identify suitable patients

Start slowly, ideally with patients on one or two repeat medicines such as thyroxine or anti hypertensive medicines that have remained stable for a number of months. This will help the practice to gain confidence in the system without too many queries or changes. You can also provide seasonal medicines such as hay fever medicines on repeat dispensing.



Ask the pharmacy to help the practice identify suitable patients. In successful sites they sent the practice a weekly list of patients who would benefit from repeat dispensing. Patients who already have managed repeats in place are ideal for repeat dispensing.

Patients who are unstable or have frequent changes of medicines are not suitable.

Ultimately, it is the prescriber's decision about the suitability of patients for repeat dispensing, and they choose the review period. It can be 3, 6, 9, or 12 months, but no more than 12 months.



# Helpful resources

## Links to EPS

<http://systems.hscic.gov.uk/eps/library/repdispensing>

## CPPE Repeat Dispensing Training – free for practice and pharmacy staff

<https://www.cppe.ac.uk/programmes/l/repeat-e-01/>

## NHS England

<http://www.england.nhs.uk/ourwork/tsd/sst/erd-guidance/>

## GMC general prescribing guidance

[http://www.gmc-uk.org/Prescribing\\_guidance.pdf\\_59055247.pdf](http://www.gmc-uk.org/Prescribing_guidance.pdf_59055247.pdf)

## NHE Employers

<http://www.nhsemployers.org/~media/Employers/Publications/repeat-dispensing-guide.pdf>

## Patient leaflets

<http://psnc.org.uk/wp-content/uploads/2013/07/eRepeat-Dispensing-leaflet.pdf>

## Repeat Dispensing: Overview, FAQ, Patient leaflets etc.

<http://psnc.org.uk/services-commissioning/essential-services/repeat-dispensing/>

## Electronic Repeat Dispensing

<http://psnc.org.uk/dispensing-supply/eps/electronic-repeat-dispensing/>

