Brief guidance on changing or stopping medicines on eRD

How an eRD medicine looks in the new journal in SystmOne

The repeat prescription will also be visible in the New Journal. Any future issues will appear as a future dated medication with the expected start date in the brackets. An (R) will appear next to the details of each issue to show that it was issued from a Repeal Template.

- Appears as future dated medication.
- In this example, linaclotide has been repeat dispensed for 3 months (3 x 28 days supply), along with a month’s supply issued immediately (not future dated).

Cancelling or changing eRD medication

- eRD prescriptions are cancelled electronically, either as a whole prescription or as an individual item.
- In order to cancel a prescription, you must “stop” the medicine as you would usually when changing medication regimens.
- Where a dose or direction change is required, the eRD prescriptions must be cancelled and ones with the new dose/directions re-issued.
- eRD prescriptions can be cancelled in two ways; from the medication node in the clinical tree or via the repeat template in the same way as usual.
- The SystmOne guide to eRD below illustrates the exact cancellation process and the pop-ups that can be expected to appear in SystmOne.

When cancelling an eRD prescription, SystmOne will prompt specific action depending on where in the prescription process that item (or prescription) is and a dialogue box will appear advising that action. Please follow these actions as advised in the pop-up.

An electronic prescription can only be cancelled where it has not been pulled down to a local dispensing system i.e. the community pharmacy. The repeat template can still be cancelled or replaced at a practice but the pharmacy must be informed if it is intended a patient does not continue with that medication and Systmone prompts you to contact the pharmacy – see the following flowchart.
Actions for prescribers

Prescriber Sends Cancellation Request

If the prescription is on spine...
- Prescriber receives successful cancellation response
  - Future dated issues have been cancelled and the new medication or prescription needs issuing and eRD setting up for the new item.
  - The patient will still have an existing supply of the previous medicine/dose. **Contact should be made with the patient and the pharmacy if the change is to take place straight away.**

If the prescription has been downloaded at the pharmacy...
- Prescriber receives unsuccessful cancellation response “with dispenser”
  - Pharmacy have downloaded the next issue of the medicine/script and will need contacting to advise them not to dispense this to the patient.
  - The patient will still have an existing supply of their previous medicine/dose. **Contact should be made with the patient and the pharmacy if the change is to take place straight away.**

If the prescription has been dispensed to the patient...
- Prescriber receives unsuccessful cancellation response “with patient”
  - The pharmacy have already dispensed a future issue to the patient as the medicine is due.
  - The patient has received their next monthly instalment of medicine. **Contact with the patient should be made to inform them of the change to their medicine and the pharmacy advised to expect old medication to be returned.**
Useful guides for using eRD in SystmOne

The PSNC website: https://psnc.org.uk/dispensing-supply/eps/cancellation-of-electronic-prescriptions/

NHS Digital Guides to Repeat Dispensing:


https://digital.nhs.uk/services/electronic-prescription-service/electronic-repeat-dispensing-for-prescribers#how-does-erd-work-

The NHSBSA Guides on eRD: https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/prescribing-and-dispensing/electronic/erd-resources#jumplink1


Version Control

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