

## **IMPORTANT: Increasing the use of Electronic Repeat Dispensing (eRD)**

Good news! There is currently a large-scale NHS England initiative to increase the uptake of electronic Repeat Dispensing (eRD). Many General Practices have already started this work and more will follow. ALL Community Pharmacies MUST be ready for this change and to help support the smooth transition of patients onto eRD. The purpose of this communication is to raise awareness of this initiative and to ensure YOU benefit from this massive opportunity.

### **What value does eRD have for my Pharmacy?**

eRD enables you to:

- Improve stock control
- Reduce owing's
- Manage your prescription workload more effectively
- Increase dispensary efficiency
- Reduce the number of patient contacts
- Reduce the number of deliveries to the same patient
- Retain patients at your pharmacy

### **What are our Top Tips for eRD?**

1. Good communication channels between the General Practice and the Community Pharmacy are essential for eRD to work smoothly. Be pro-active and contact your local Practice to see what plans they have and how they would like to communicate with you regarding eRD
2. Ensure that your SOP for eRD is up to date and the whole team understand how eRD works.
3. Ensure that the whole dispensing team know how to use the prescription tracker
4. If there are any issues with downloading a prescription, make sure your system supplier earns the money that you pay them by helping to resolve IT problems whenever possible
5. Ensure that everyone who gives medication to a patient is aware of, and asks, the four questions for eRD. It is especially important to check if PRN medications are required on each occasion.

### **Why is it so important to ask the four eRD questions?**

Pharmacists are the safety net that protect patients from harm related to medicines. The four eRD questions are not a tick box exercise; they create an excellent opportunity for YOU to engage with your patients and to protect the most vulnerable. Asking these questions helps ensure that people get the best out of their medicines and importantly, helps prevent a dangerous build-up of repeat medicines in the home. In a recent high-profile case an elderly man, not on eRD, died due to an overdose related to an avoidable build-up of prescription medicines.

### **Are there any other sources of information that I can access?**

Yes. Please see the following links...

PSNC - <https://psnc.org.uk/services-commissioning/essential-services/repeat-dispensing/>  
NHS Digital - [eRD toolkit](#)  
[Wessex AHSN eRD website section](#)

We hope that the above is helpful. Best wishes,

**Andre Yeung and Mike Maguire**

Local Professional Network Chairs – NHS England and NHS Improvement