

Explaining Electronic Repeat Dispensing (eRD) to patients

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You can use the information below to explain to patients how Electronic Repeat Dispensing (eRD) works. You can copy and paste the content into a letter or leaflet or you could include it on your website.

If you or someone you care for uses the same medicines regularly, you may be able to benefit from using the NHS Electronic Repeat Dispensing (eRD) service. This means you won't have to re-order or collect your repeat prescriptions from your GP practice every time you need more medicine.

Step 1

Talk to your GP or the person who prescribes your medicines and ask them if you can use Electronic Repeat Dispensing (eRD). Your prescriber will usually be your doctor or practice nurse.

If your prescriber thinks that you could use eRD for your regular medicines, they will ask you for permission to share information about your treatment with your pharmacist. This will help your pharmacist to give your prescriber feedback about your treatment and provide you with useful advice.

Your GP or prescriber will then authorise a number of eRD prescriptions. This will be based on your circumstances and clinical need. These eRD prescriptions will then be supplied by your pharmacy at regular intervals.

Step 2

Collect your first eRD prescription from your pharmacy.

Step 3

Next time you need more medicines, go back to your pharmacy.

Before dispensing the next issue of your prescription, your pharmacy will ask you the following questions:

- Have you seen any health professionals (GP, nurse or hospital doctor), since your last repeat prescription was supplied?
- Have you recently started taking any new medicines - either on prescription or that you have bought over the counter?
- Have you been having any problems with your medication or experiencing any side effects?

- Are there any items on your repeat prescription that you don't need this month?

If you don't need all of the medicines on your prescription, let the pharmacy staff know, so that they only supply the medicines you need. This will help to reduce waste and save the NHS money.

Step 4

When your pharmacy supplies your prescription, they will advise you to contact your GP practice to arrange for your medication to be reviewed and if it is clinically appropriate to issue another eRD prescription.

Your doctor or practice nurse **may** want you to make an appointment to see them before they will authorise more eRD prescriptions.