

A guide for cancelling and amending Electronic Repeat Dispensing (eRD): For SystmOne®



labelling or Amending Electronic Repeat Dispensing (eRD) – TPP

If an eRD has been set up for a patient and half way through the batch there has been a change to one of the medications or one of the medications is no longer suitable, this will need to be cancelled. If the patient leaves the surgery any outstanding eRDs should be cancelled by the surgery.

eRD allows the cancellation of an item or the whole prescription, cancelling all the remaining prescriptions on the spine for that item or the full prescription. Individual items on an eRD cannot be amended or new items added to the original eRD. Therefore, if a dose change is required, the item needs to be cancelled and a new eRD generated.


There are TWO options for patients with multiple items on eRD where an item requires cancellation:

A. **Cancel all** outstanding items within the prescription form and replace with a new eRD, including the new item/amended dosage change.

B. **Cancel the individual item(s)** – check when the next issue of the existing eRD prescription is due and generate a one-off prescription to cover the quantity required until the date of the next issue of the original eRD. Create a new eRD prescription to start at the same time as the next issue of the existing eRD prescription with enough issues so that all prescriptions end at the same time. “Synching” prescriptions in this way ensures that all the patient’s prescriptions are received by the dispenser on the same day and support interaction checking.

It is always good practice to communicate with the patient’s nominated pharmacy about any changes made to eRD prescriptions; this can be done with the electronic note to dispenser within the new eRD prescription.

The Process for cancelling or amending eRDs on SystmOne

If one item on a multiple item prescription needs to be **stopped** and not replaced or amended it can be stopped on the repeat template using the stop option . This will cancel the item off all remaining future prescriptions on the spine.

SystmOne GP: Mrs Catherine Macklin (Health Professional Access Role) at The Arnewood Practice - Patient Record

Miss Cfh-Donotuse Xxtestpatientkcbcb 04 Nov 1999 (17 y 4 m)
c/o HSCIC TEST DATA MANAGER, Solution Assurance, 1
Trevelyan Sq., Boar Lane, Leeds LS1 6AE
Home (preferred): 01323 833535 Mobile: 07717 573526
999 037 7693 Applied, Lloydspharmacy

Repeat Templates

No medication review recorded. Record medication review Read code (XaF8d)

Authorised	Drug	Last Issued	Review	Issues	Flags
22 Mar 2017	Contour TS testing strips (Bayer Diagnostics Manufacturing Ltd) 100 strip - Use Twice Daily	12 Jul 2017		3 / 3 (3)	
22 Mar 2017	Metformin 500mg tablets 56 tablet		Never	0 / 5 (0)	
22 Mar 2017	Metformin 84 tablet			6 / 6 (6)	
22 Mar 2017	Ramipril 28 capsu			0 / 5 (0)	
22 Mar 2017	Ramipril 28 capsu			6 / 6 (6)	
22 Mar 2017	Simvastatin 28 tablet			0 / 5 (0)	
22 Mar 2017	Simvastatin 28 tablet			6 / 6 (6)	

End Multiple Repeat Templates

End reason

- At the Patient's request
- At the Pharmacist's request
- Change to medication treatment regime
- Clinical contra-indication
- Clinical grounds
- Prescribing error

Save as Default

Presets

Ok Cancel

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22 Mar 2017	Simvastatin 28 tablet			6 / 6 (6)	

Information

The repeat that you have ended has outstanding future issues. The following future issues will be stopped:

- 19 Apr 2017 Metformin 500mg tablets
- 17 May 2017 Metformin 500mg tablets
- 14 Jun 2017 Metformin 500mg tablets
- 12 Jul 2017 Metformin 500mg tablets
- 09 Aug 2017 Metformin 500mg tablets

The following repeat dispensed issues will be cancelled via ETP:

- 19 Apr 2017 Metformin 500mg tablets
- 17 May 2017 Metformin 500mg tablets
- 14 Jun 2017 Metformin 500mg tablets
- 12 Jul 2017 Metformin 500mg tablets
- 09 Aug 2017 Metformin 500mg tablets

Ok

The operator will then receive a task to confirm the prescription has been cancelled successfully or the message will ask the operator to contact the pharmacy if the script has been downloaded by the pharmacy. The operator will need to ask the pharmacy to send the prescription back to the spine for cancellation. If the prescription has been dispensed and issued, the operator will have to contact the patient. An amended eRD prescription can then be downloaded by the pharmacy.