**Notes on Completion**

**1. Is your process for receiving and dispensing repeat prescriptions clear to your patients and local general practices?**

Please consider:

* Current use of EPS/eRD.
* Delivery of the repeat requests to the surgery and collection of paper prescriptions.
* Managing prescriptions for care homes.
* Dealing with existing/potential compliance aid patients.
* Engagement with local practices around dispensing services.
* Information you provide for patients around dispensing services.

**2. Is the time needed for the safe dispensing of repeat medication communicated to patients, so they are aware how far in advance to order their next supply?**

Please consider:

* How this information is shared with patients.
* How you manage patient expectations.
* How you work with GP practices to align and reinforce this message including examples of good practice.

**3. Does your repeat prescribing process work equally well for all prescriptions from all local general practices?**

Please consider:

* Examples of good practice that support the process.
* Examples of challenging practice that impact on patient care.

**4. How do you communicate urgent queries to the GP practice, and is there an audit trail in place for this?**

Please consider:

* Work you have done with local practices on improving communication both for them and for you.
* Access to a back-office telephone number that allows prompt communication with the practice.
* Access to a practice email address that is regularly monitored.
* What works well and what positively/negatively impacts on patient care.

**5. How do you communicate non-urgent queries to the GP practice? Is this process effective? How do you audit this?**

Please consider:

* Work you have done with local practices on improving communication both for them and for you.
* Access to a practice email address that is regularly monitored.
* What works well and what positively/negatively impacts on patient care.
* Effective use of PharmOutcomes/PMR systems/ GP Connect for direct notification of advanced services outcomes.

**6. Have you worked with local GP practices to encourage the use of eRD and support implementation for patients who meet the criteria for this?**

Please consider:

* Examples of joint working with practices to increase the use of eRD.
* Examples of where eRD implementation has worked well and why.
* Examples of where eRD has not worked well and why.

**7. What role does the pharmacy play in ordering repeat medication for patients? Has this been agreed with local GP practices?**

Please consider:

* Any services that you run where you order on behalf of patients.
* What are the benefits?
* What are the disadvantages?
* Ways that you have worked with your local surgeries to look at other options for supporting these patients.

**8. Is there a process for highlighting under/over ordering of medication to the GP practice?**

Please consider:

* How you communicate with the practice about changes required to repeat slips.
* How you let the practice know about incidents of apparent over supply.
* How you let the practice know about concerns around an apparent lack of patient concordance.

**9. How do you encourage patients to use digital solutions, such as the NHS app, to order and check on repeat prescriptions?**

Please consider:

* How you promote the NHS App and what support you would find helpful.
* Promotion of other digital solutions for prescription ordering e.g. other pharmacy apps.

**10. Do you have clear process of action to respond to national alerts such as national patient safety alerts of drug safety updates?**

Please consider:

* How you ensure that all relevant actions are taken.
* How you ensure that all appropriate staff are made aware.