

electronic Repeat Dispensing

Cancelling a prescription

The prescriber retains the ability to cancel an item or whole prescription at any time.

For example, outstanding repeat dispensing batches must be cancelled when:

- a patient changes practice
- the prescriber who issued the prescription leaves the practice, or moves to work at another practice. If you do not cancel the batch, any outstanding eRD prescriptions will move with the prescriber and be charged to their new practice

If the Personal Demographics Service (PDS) is notified of a death the Spine will automatically cancel outstanding prescriptions.

You can cancel a single item, or whole prescription, which will cancel all subsequent issues on the Spine.

It is not possible to amend an existing EPS prescription. It can only be cancelled and reissued.

Individual prescription items can't be amended. If a dose change is required, the item needs to be cancelled and re-prescribed.

If the prescription is already with the dispenser, the prescribing system will receive a message to contact the dispenser. The dispenser must return the issue to the Spine for the cancellation to take place. The amended eRD prescription can then be manually downloaded by the pharmacy.

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

- cancel all outstanding items and replace with a new eRD batch
- cancel the individual item(s)

To cancel individual item(s):

- 1 check when the next issue of the existing eRD prescription is due
- 2 generate a one-off prescription. This should cover until the date of the next issue of the original eRD
- 3 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. This will ensure that the new prescription is still "synched" with the existing batches

“Synching” prescriptions in this way ensures that:

- all the patient’s prescriptions are received by the dispenser on the same day
- patients receive all their medication at the same time and to support interaction checking
- the end of the regime can be timed to coincide with the next medication review

It is always good practice to communicate with the patient’s nominated pharmacy about any changes made to eRD prescriptions. You can do this with an electronic note to dispenser on the new eRD prescription.

For more information, contact:
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