SCREENSHOTS OF eRD in SystmOne

Please Note: This is not an official training document or official guidance. It is a reference source from experience to aid understanding. Please feel free to adapt.
Produced by Nicola Chapman(NHS Digital) 19th April 2017

SYNCHRONISATION

Synchronise each medication individually when setting up a new regime for the first time.
From the Repeat Template
Highlight the medication and edit using the pencil in the toolbar

USING THE 'USE MAXIMUM ISSUES' OPTION

Regular Medication

Regular medications need to be synchronised to have the SAME **ISSUE DURATION** (i.e. how many days supply) and the same number of **MAXIMUM ISSUES** (How many times you want them to have it) for them to be released to the pharmacy at the same time.
The **QUANTITY** will be calculated from the Dose and Issue Duration i.e.
Dose x Issue Duration = Quantity
1 Three times a Day x 28 days = 84
1 Twice a day x 56 days = 112

Example 2

For 'When Required' Medication
Check the Medication History to determine the Issue Duration and Number of Maximum Issues.
For example - For a 6 month regime where the patient is ordering every 2 months
Issue Duration = 56 days (2 x 28 days)
Number of Issues = 3 (3 x 56 = 168 days which is equivalent to 6 months)
The Quantity will be how much you want to supply at each issue e.g. 100 Contour Test strips

Instead of using 'Use Maximum Issues' you could select 'Use Review Date' where it would request you to enter the date on a calendar but it would also ask you to enter the maximum number of issues later on.

Once ALL of the medications have been synchronised and are set up correctly change the prescription type to 'Repeat Dispensed'

Highlight All of the medications together (including the 'When Required' Medication)
Select the RD button

A message will inform that the selected templates will converted to eRD – Select Ok

The Repeat Templates are now converted to Repeat Dispensed
The record should now be saved

Issue and sign the Prescription or send to the signing queue as normal

The prescription is now signed

Prescription History shows that if ALL items are highlighted and issued together; if an item has a different 'Issue Duration' or 'Maximum number of Issues' it will put that item on a separate prescription with a separate barcode. The example below shows Contour Strips which ~~were~~was set up with a different 'Issue Duration' AND 'Maximum number of Issues'. The contour test strips have a separate barcode. This gives that prescription flexibility to come down in the pharmacy at different times to the regular medication.

eRD and the Prescription Tracker

From Prescription History
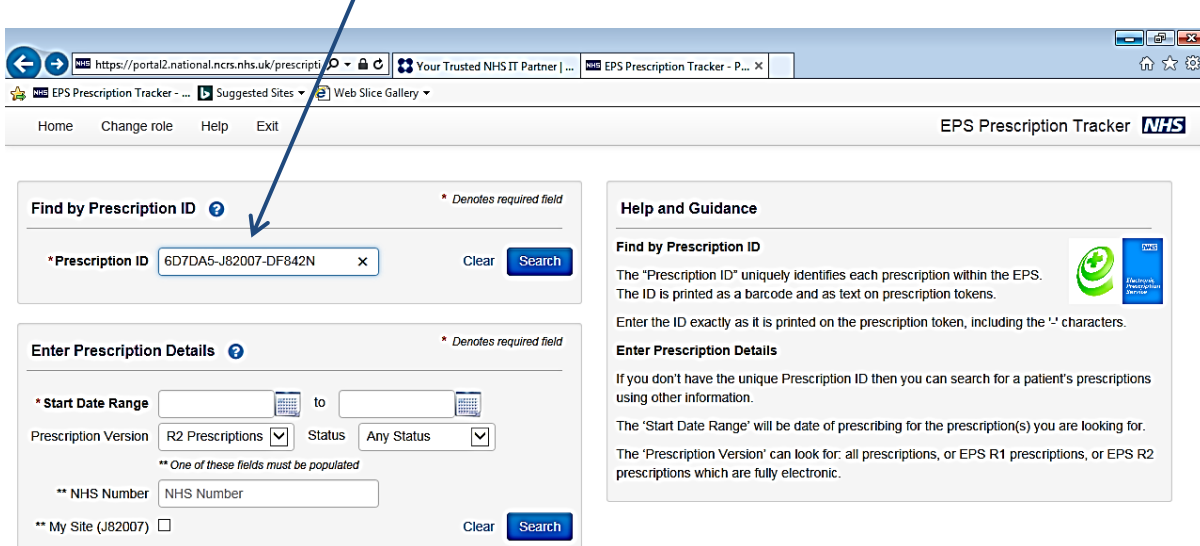
Highlight the prescription and then 'right click' and 'copy' the bar code
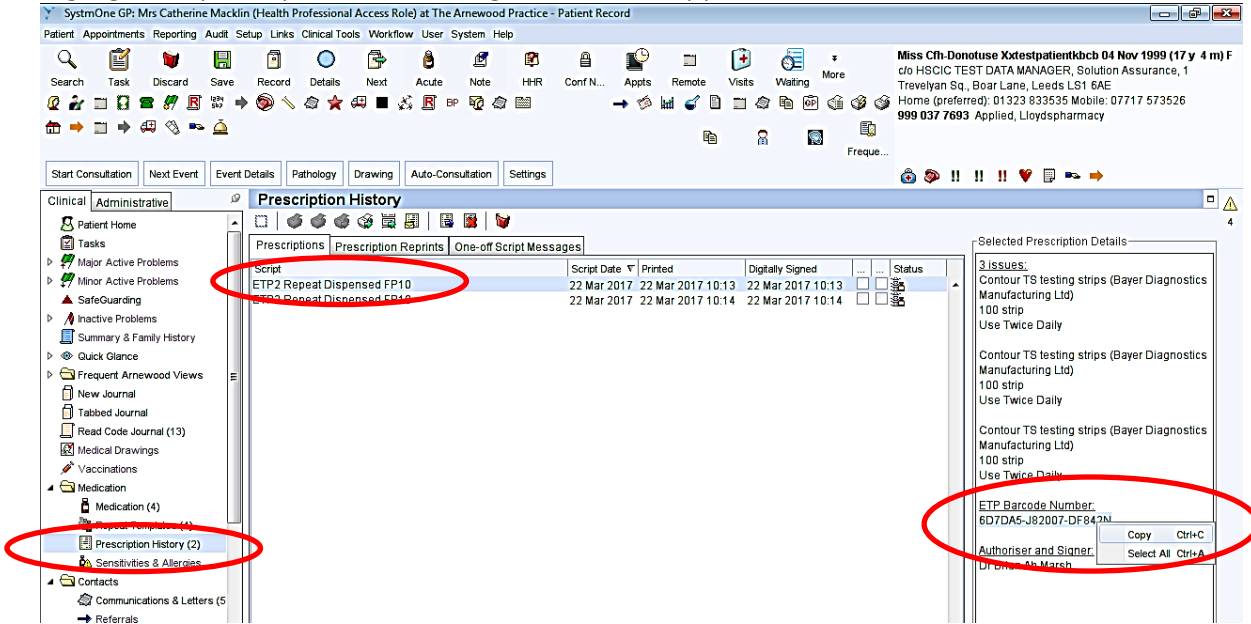
Open up the **EPS Prescription Tracker** https://portal2.national.ncrs.nhs.uk/prescriptionsadmin/

Right click and paste the Barcode into the tracker

The EPS Tracker shows all 3 prescription issues for the contour test strips with the same barcode; linked and their status

The Issue Date will change when the pharmacy 'dispense' the medication to the patient (i.e. they have given it to the patient)

Click into the Barcode Hyperlink it will show a more detailed view of the number of items on the prescription and their individual status.

This shows the same view as the previous page but of the prescription with 3 items repeated for 6 issues

Clicking into the hyperlink shows the 3 items (they will be in the same order as prescribed)

The View in New Journal

Changing/Cancelling Medication on an eRD Regime

If one of the items on an issued eRD regime needs to be changed or stopped **consider the following**:

1. All prescriptions located on the spine are legally signed prescriptions. They cannot be 'edited'.
2. To amend a prescription in any way, the item needs to be cancelled and re-issued.
3. If an item is cancelled and a new amended repeat template is created for that item and issued; that item will have its own barcode, it will be on its own regime timetable and it will be available immediately on the spine for the pharmacy to download! If this is not in line with the other items for that patient it will mean the prescriptions for that patient will be coming down at different times in the pharmacy. This is very confusing for pharmacy and patient and potentially a clinical risk!!
4. Any changes should be clearly communicated to the pharmacy.

Suggestions

1. If there are multiple items on a prescription and one items needs to be amended; cancel ALL items on that prescription barcode. Amend the item and then re-issue ALL items in line with any other prescriptions for that patient.

2. The first issue of a regime can be delayed by post-dating the first one to be in line with any other regime the patient may have. *Remember! Post-dated prescriptions will not leave the GP clinical system and therefore, they will not be visible on the EPS tracker, until the post date.*

How to Cancel/Stop a Single item

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 ⬤ . This will cancel that item off all remaining future prescriptions on the spine.

If one issue of the prescriptions is in the pharmacy you will receive a 'Cancellation Rejection' message in TPP (see later screenshots); Ring the pharmacy and request them to return the prescription to the spine for that item to be cancelled. The pharmacy can download it again and the item will be cancelled. Alternatively ask the pharmacy to mark that item as 'Not Dispensed' for that issue. Any future issues will have that item cancelled.

Amending one item on a multiple item prescription

Using 'Prescription History' check which items are on that prescription barcode

It is important to remember in TPP that, if you cancel a medication from 'Repeat Templates', it actually removes that medication from the screen.

Before cancelling the existing batch; copy the old templates so they are there to amend and re-issue without having to add a NEW repeat Template and start from scratch.

In Repeat Templates
Right 'Click' on the repeat template to be copied (Metformin)
Select 'New Repeat Based on this'

This will display the current medication template

This can then be edited to the new template required i.e. a dose change. Remember to ensure that the medication is synchronised again. So if the dose changes to One to be taken Twice a Day; the quantity will change to 56. The number of remaining issues will need to be altered to reflect the intended regime i.e. if the change was being made one month into the regime then the number of issues would change from 6 to 5.

The edited version will show next to the original repeat template. It will not have been issued yet.
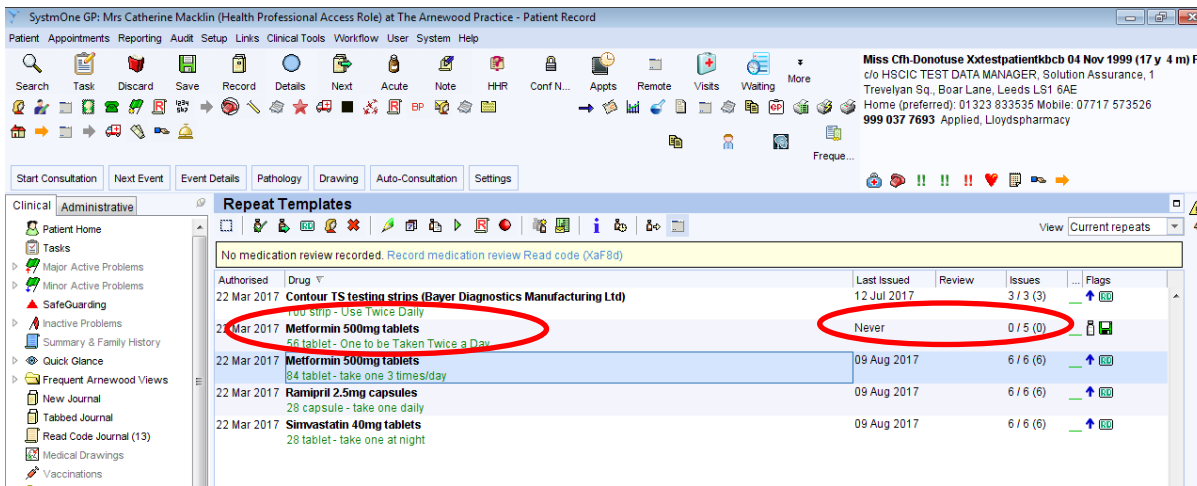
Repeat this process for the other items on the prescription remembering to alter the number of 'Maximum Issues' to be in line with the 'edited' medication
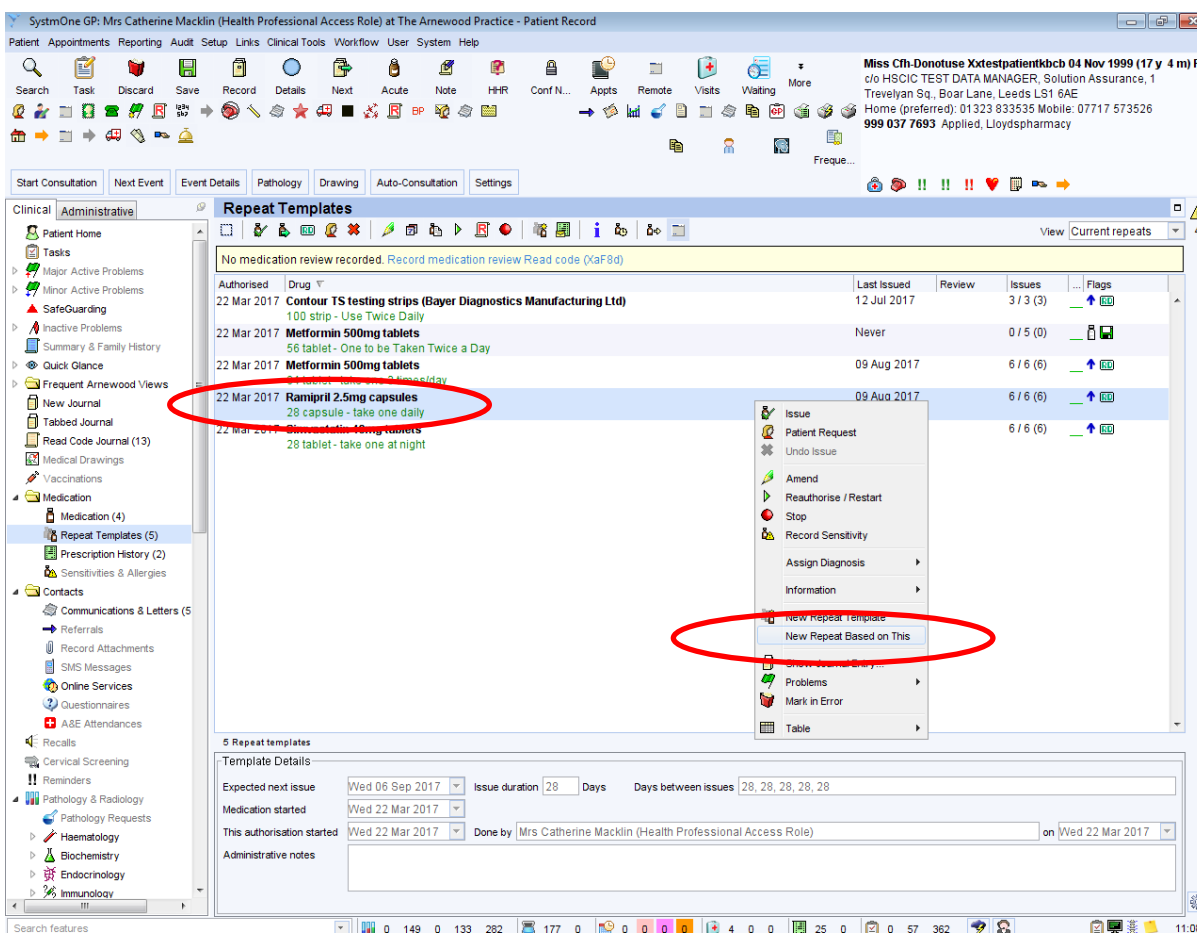
If the Repeat Template needs to be post-dated it would need to be applied to All of the medications on the template. It can be done using the calendar on ' Medication Start Date'

Ensure the number of 'Maximum issues' is altered on ALL affected Repeat Templates

Ensure this process is carried out for ALL affected Repeat Templates

Note: They are not yet 'Repeat Dispensed'

Select the Medication to be Cancelled using the CTRL Key and press the ⏺ button.

Select the most appropriate reason for cancellation and OK

The edited prescription can now be converted to an eRD regime in the same way as before just highlighting the 3 items this time and

Question

You are about to repeat dispense these repeat templates:

Metformin 500mg tablets - 22 Mar 2017
Ramipril 2.5mg capsules - 22 Mar 2017
Simvastatin 40mg tablets - 22 Mar 2017

The issues will appear in the patient record with their expected start dates, based on the issue duration of the repeat templates.

Ok   Cancel

Information

3 Repeat Templates were repeat dispensed.

You can now digitally sign the medication regime and print tokens if required.
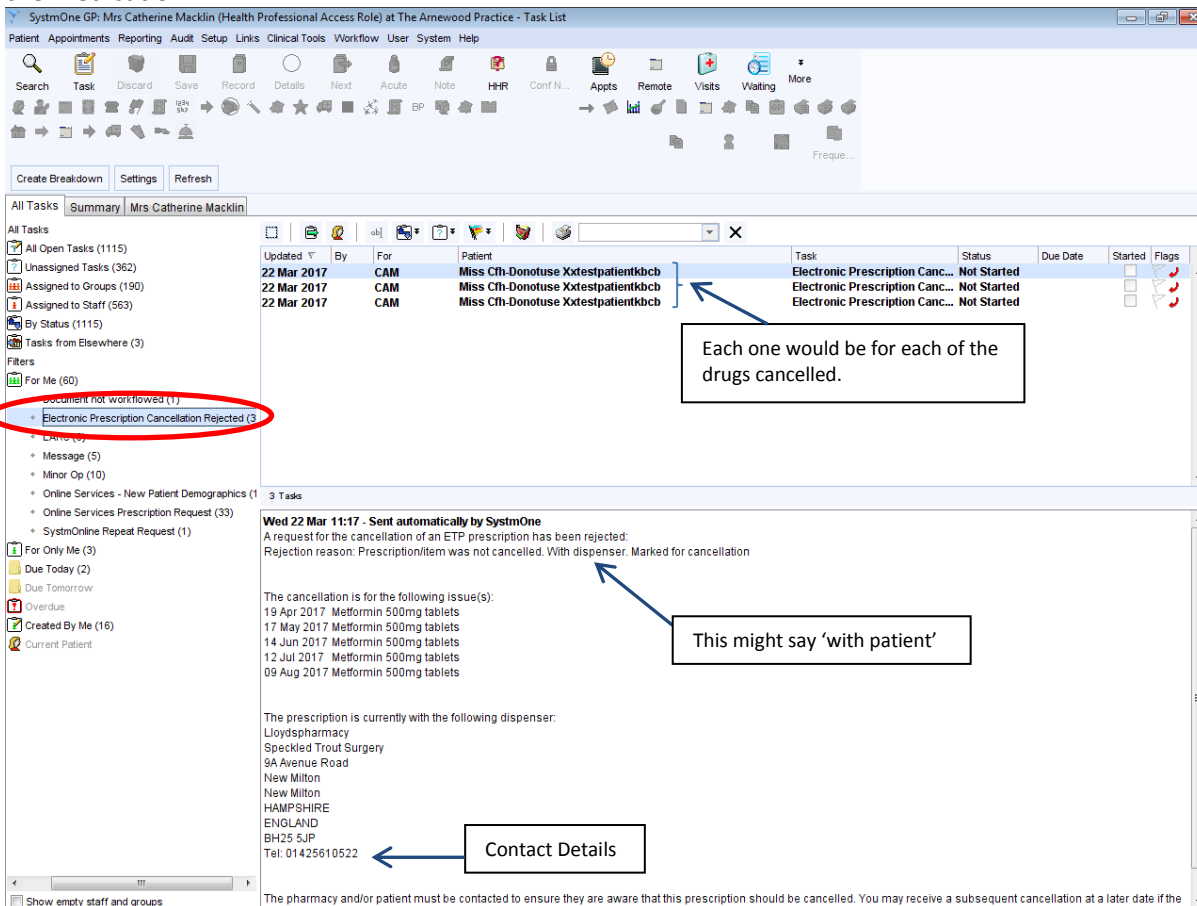
Ok
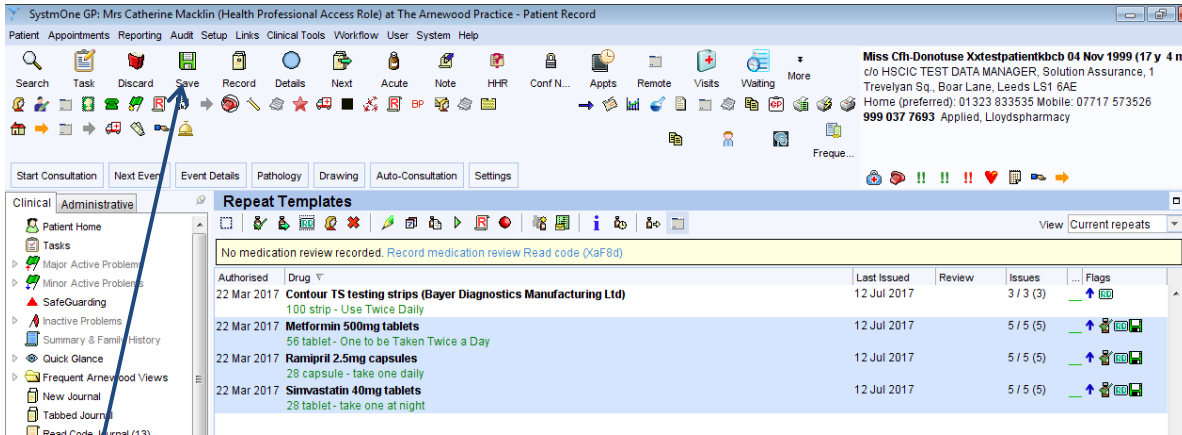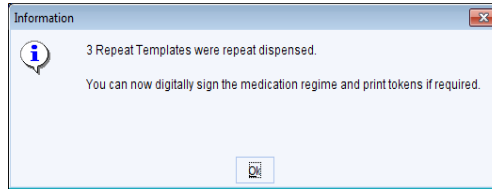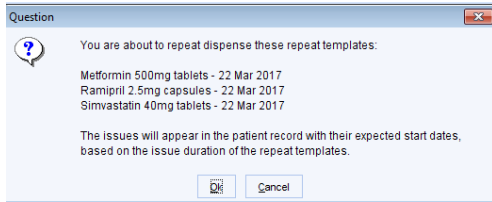
Save the record either Sign or send for Signing
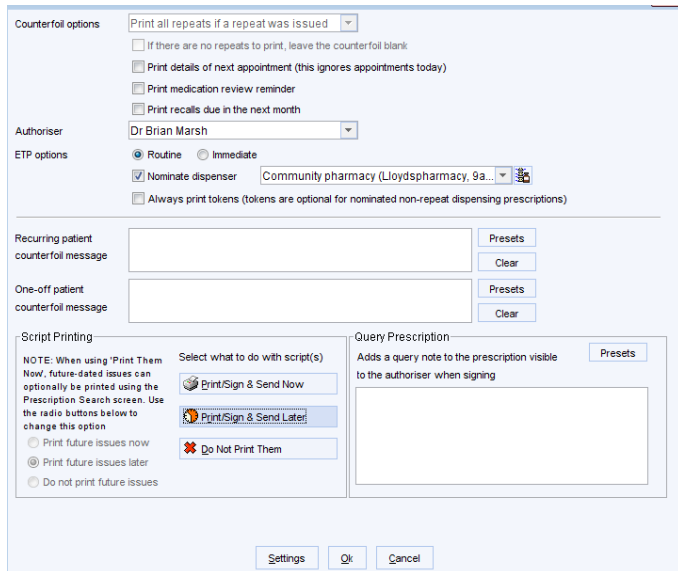
When the prescription with the old items was cancelled it sent a 'Cancellation Request' to the spine to try and cancel ALL outstanding prescriptions.
Any Prescriptions sitting on the spine will be cancelled
If one of the prescriptions is in the pharmacy; a task will appear stating there is an 'Electronic Prescription Cancellation Rejection' in SystmOne. This is informing you that the cancellation request you sent to the spine has been rejected because one of the prescriptions wasn't there.
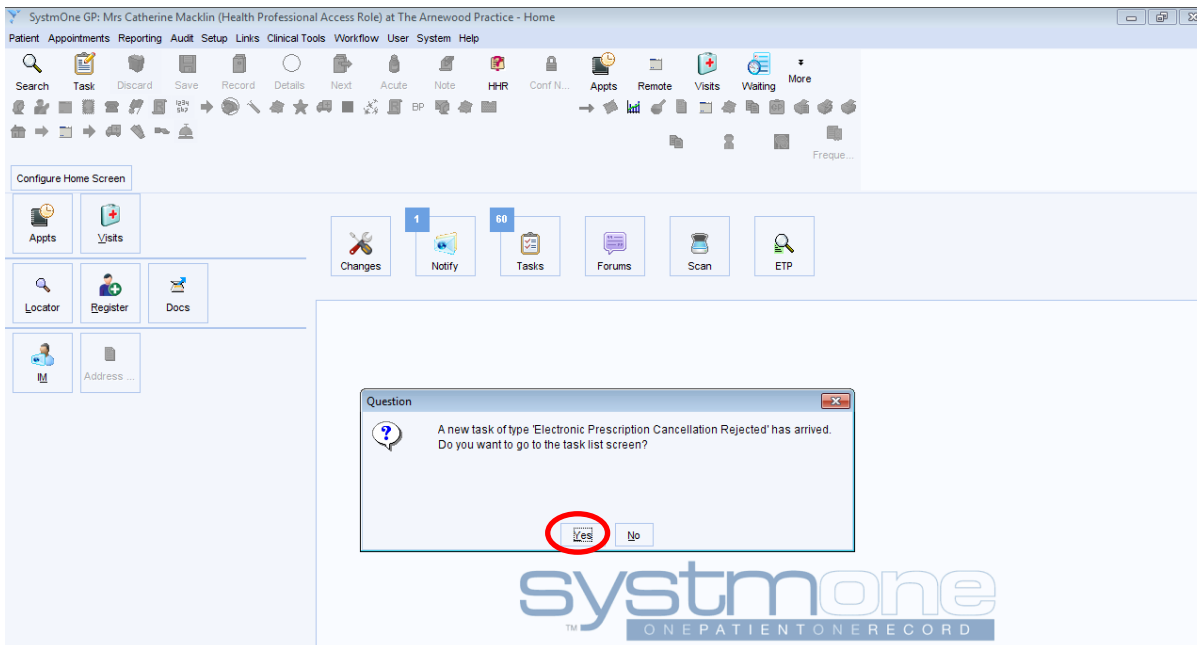
A Cancellation Rejection task will be produced for each of the medications.

The task will inform you where that prescription is and what you need to do. **With Dispenser** means the pharmacy have the prescription in their system. You would need to call the pharmacy and ask them to return the prescription to the spine or mark that issue as 'Not Dispensed'. The contact details are on the task message.

If it said that the prescription was **with the patient** you would need to contact the patient to inform them not to take the medication.

In prescription History it will show all drugs as 'stopped'.

Copy and Paste the barcode into the EPS Tracker.
It shows the cancellation as 'Pending'

When the prescription is returned to the spine by the pharmacy the cancellation takes effect and the status changes to 'Cancelled'

Click into the prescription hyperlink and it shows ALL items in the prescription cancelled.

When the prescription is 'Cancelled' on the spine SystmOne automatically carries out a Subsequent Cancellation to update the 'Cancellation Rejection' task to 'Cancelled'

The view in New Journal

The view in Medication

WHAT HAPPENS IF THE MEDICATION IS EDITED WITHOUT CANCELLING?

EDITING an eRD prescription from the Repeat template
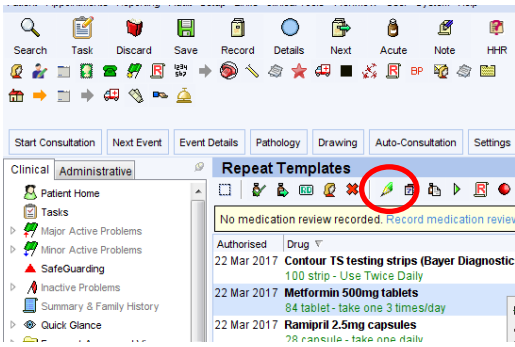
If the medication is 'Edited' using the pencil
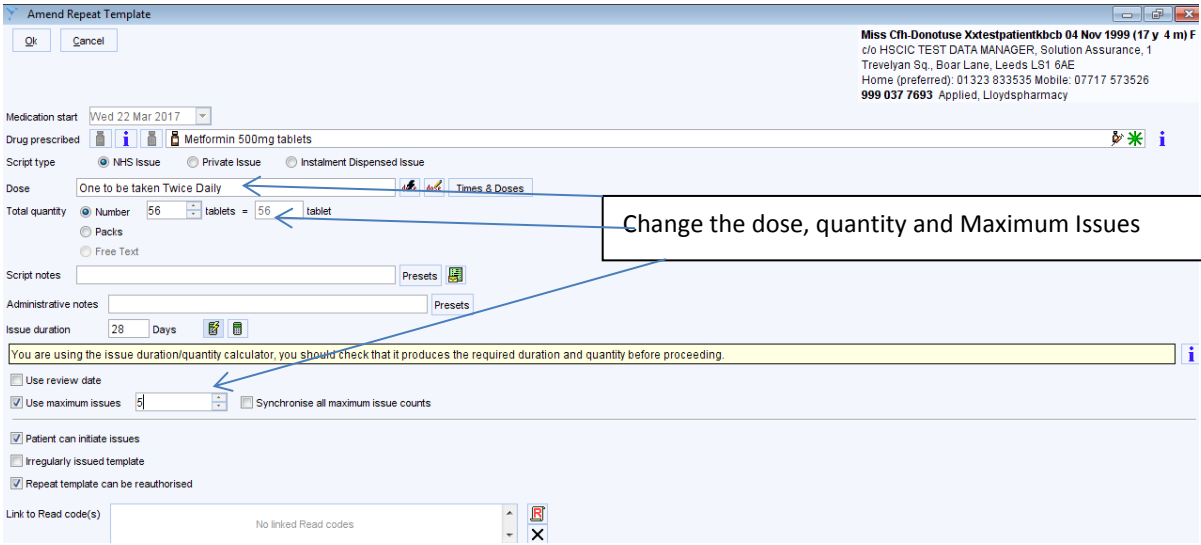
Change the dose, quantity and Maximum Issues

A warning box will appear stating that any changes you make will not affect the issues that are currently on the spine.
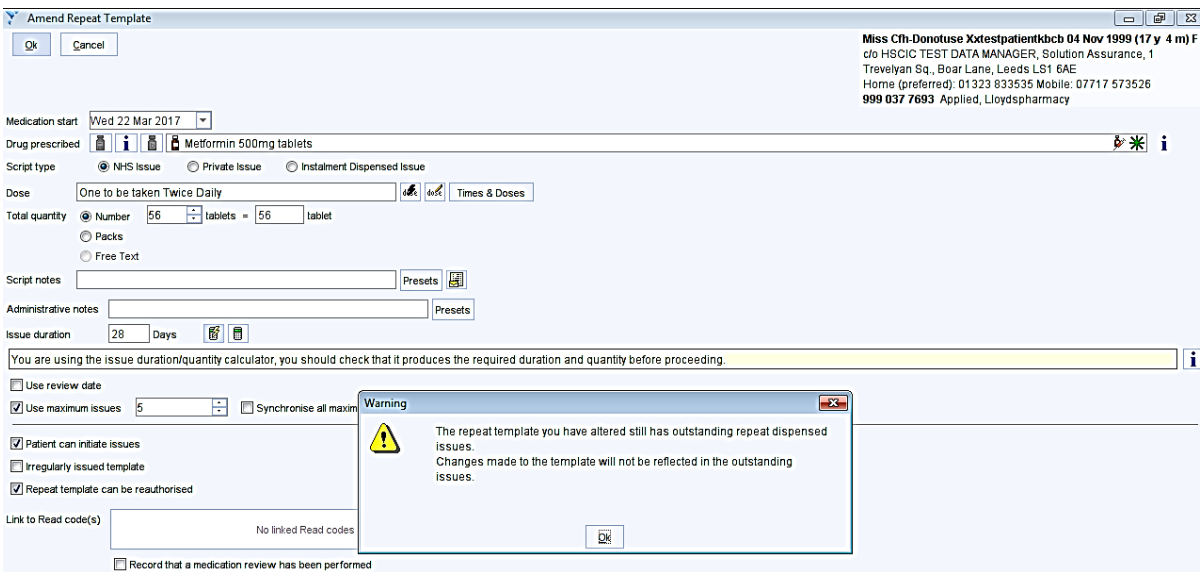
The Repeat Template will show that the medication has been edited and the number of issues has changed.

It hasn't been issued at this point

To re-issue it would need to be re-authorised using the green arrow because of the . ↑ ?I don't get this?

A message will appear to inform that you already have future issues of this medication on another regime.

The future issues on the other regime will NOT be cancelled!! On the spine there will be 2 regimes for the same drug at different doses which poses a significant clinical risk.
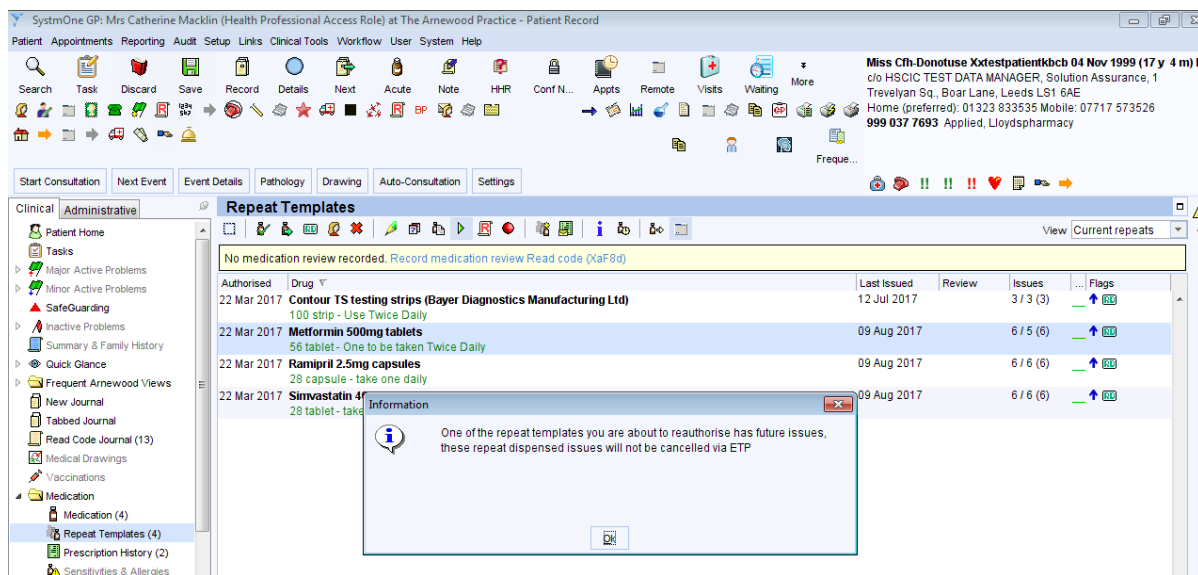
Cancellation from New Journal

If there is an attempt to cancel the medication from the New Journal there will be a warning that informs you that to to cancel any outstanding future prescriptions you have to STOP the Repeat Template. If you press YES it will go through the process of cancellation.
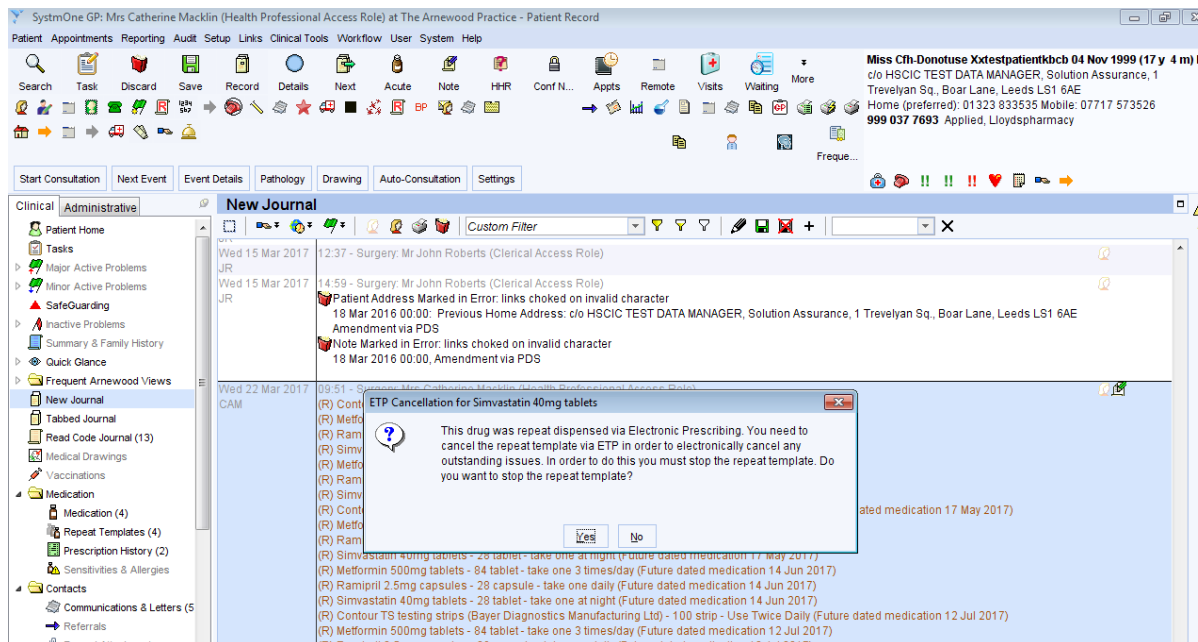
State the reason for cancellation

End Repeat Template: Simvastatin 40mg tablets

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

Comments

Presets

Ok   Cancel

Information

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

19 Apr 2017 Simvastatin 40mg tablets
17 May 2017 Simvastatin 40mg tablets
14 Jun 2017 Simvastatin 40mg tablets
12 Jul 2017 Simvastatin 40mg tablets
09 Aug 2017 Simvastatin 40mg tablets

The following repeat dispensed issues will be cancelled via ETP:

19 Apr 2017 Simvastatin 40mg tablets
17 May 2017 Simvastatin 40mg tablets
14 Jun 2017 Simvastatin 40mg tablets
12 Jul 2017 Simvastatin 40mg tablets
09 Aug 2017 Simvastatin 40mg tablets

Ok

It will confirm future prescriptions will be cancelled

It will no longer be visible on the Repeat Template. To change the dose or make any changes a NEW Repeat Template would need to be added from the beginning.