

## **Position statement on Third Party requests for prescriptions**

BLMK ICB is committed to improving the overall management of repeat prescribing systems in primary care, particularly focusing on improved patient safety but also reduction in waste and promotion of self-care.

The three former CCGs, Bedfordshire CCG, Luton CCG and Milton Keynes CCG all had implemented policies during 2015 – 2019 recommending that GP practices accepted repeat medication requests from patients and their carers rather than third party organisations such as pharmacies (community and distance selling). BLMK ICB continues to support patients, or their carers ordering their own medication and does not support third party ordering unless patients have been identified by the practice as vulnerable and are unable to order themselves.

For some patients there is a genuine reason why they cannot order their own prescription, for example: -

- They never leave the house and are considered housebound
- They cannot order their prescriptions online or have family / carer support to do so

GP practices will continue to support vulnerable patients in ordering their prescriptions, and this may include third party ordering.

The following are inappropriate ways of ordering prescriptions: -

- Taking the repeat slip into the pharmacy
- Asking the pharmacy to place an order on their behalf (unless the patient is agreed as vulnerable)
- Using an app which doesn't interface with SystemOne and generates an e-mail to the practice from a third-party provider
- Using a distance selling pharmacy to order their medication

NICE guidelines on “Managing medicines in care homes” makes the following recommendations about ordering medicines for patients in care homes:

- Care home providers should retain responsibility for ordering medicines from the GP practice and staff should have protected time to order and check medicines delivered to the home.
- Care home providers should keep records of medicines ordered and medicines delivered should be checked against this record.

Care homes can order via SystemOne for the patients in their care.

**GP practices are encouraged to ensure all prescriptions are sent via the electronic prescription service (EPS) as this is best practice and secure.**