# Serial Prescribing General Practice Process

# Contents

## What are Serial Prescriptions?

Patients with long term conditions can register with a Community Pharmacy for what is currently known as the Chronic Medication Service (CMS). The Pharmacist records the pharmaceutical care they give to their patients. As part of the service, registered patients can be issued with Serial Prescriptions (24, 48, 52 week). An agreed approach should be decided by the Practice on how best to implement Serial Prescriptions.

## What are the benefits of Serial Prescriptions?

- Patients will not need to order their prescriptions, but simply return to the Pharmacy for their repeat medication.

- GP Practice workload will be reduced as staff will be required to issue and authorise Serial Prescriptions once or twice a year only.

- The Pharmacy will be able to plan their workload more effectively.

- Serial Prescriptions will enhance closer working between GP Practices and Pharmacies
  - ✓ Identification of patients suitable for Serial Prescriptions
  - ✓ Discussion of medication changes
  - ✓ Communication regarding patient care and compliance
  - ✓ Treatment Summary Reports (TSRs)

### Quick Reference Process Flowchart

Appendix 1 shows an overview of the Serial Prescribing process in GP Practice.

# Serial Prescription Suitability

Before assessing patient suitability there are a series of EMIS searches which must be set up.

Appendix 2 contains the instructions for each of the required searches.

**When screening patients for Serial Prescriptions consider the following:**

## Medications

- Are acute medications regularly requested? Are patients ordering items regularly at the right time (not under or over ordering)?

- Are patients on any excluded medications e.g. controlled drugs, DMARDs? – Appendix 6.

- Are there regularly requested acute items, PRN or topical medications?  These do not make the patient automatically unsuitable but require careful consideration.

## Stability

- Patient suitability is subject to change, depending on the stability of their condition(s)/ medication(s).
- Would a patient be suitable after a medication review by GP?

## Ordering Alignment

- Are items ordered regularly?  If not, they would not be suitable.
- If they are ordered regularly but at different times, the Community Pharmacist can align the medications.

## Patient Lifestyle

- Would Serial Prescriptions suit the patient's lifestyle?
  - ✓ Do they frequently work away?
  - ✓ Are they unable to collect/order their prescription during the week?
- Some patients who order online have a preference to continue with this method and are therefore unsuitable for Serial Prescriptions.

## Patient Reviews

A Serial Rx L1 Review should be completed before changing Repeat Prescriptions to Serial Prescriptions.  Appendix 7

- Annual GP medication reviews should continue to be carried out according to current Practice procedure.

# Communication

It is important that patients are made aware of the process.  You may want to contact each suitable CMS registered patient to discuss transfer to Serial Prescriptions.  Some Practices may find this impractical and can take an automatic opt-in approach.

A Patient Information Leaflet is available here:
https://pharmacies.nhsforthvalley.com/wp-content/uploads/sites/6/2017/02/Serial-Prescriptions-Patient-Information-Leaflet-A5.pdf

For printed copies email  FV-UHB.communitypharmacysupport@nhs.net

This leaflet should be given to the patient with the first Serial Prescription.

- When a new acute medication is issued it must be explained to the patient that this is not part of their Serial Prescription.  The patient may need to request further supplies until it is changed to a repeat and added to their Serial Prescription.

- If a "when required" item is not part of the Serial Prescription, explain to the patient that this item should be requested from their GP Practice

- Medications on a Serial Prescription should always be collected from their registered Pharmacy.  Non-Serial Prescriptions can be taken to any Pharmacy.

# Closer Working with Community Pharmacy

Consider having a discussion or meeting with the Community Pharmacy about the following:

- Identifying registered patients who are suitable for Serial prescribing.

- Asking the pharmacy to register patients that you wish to set up on serial prescriptions. Examples:
  - Create a patient alert to remind admin to attach a CMS Registration Request to next repeat prescription – Appendix 8.
  - Send a list of CMS unregistered patients suitable for Serial Prescribing securely to Pharmacy via NHSmail.  A list of Shared Mailboxes is available on the FV Intranet:  http://staffnet.fv.scot.nhs.uk/wp-content/uploads/2016/11/FV-Pharmacy-Contact-Details_Current_Version.pdf
  - Print a list of CMS unregistered patients suitable for Serial Prescribing and take to the Pharmacy.

- Discussing changes to medication.  This can be done in the same manner as you currently use for making them aware of dosette box changes.

- Feedback and information from the Pharmacy as to the patient's care.  For example, a patient has stopped taking their medication because of a report they read in the newspaper and they have not notified the GP Practice.

- Treatment Summary Reports - when the Pharmacies will complete these and when the GP surgery will check for reports.
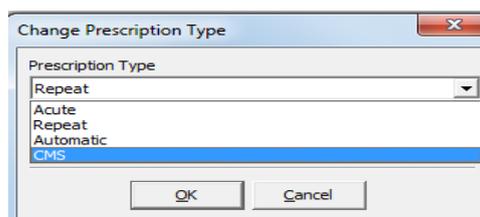
# Changing Repeat Prescriptions to Serial Prescriptions

All GP Practice staff should be aware of Serial Prescriptions and how to deal with medication changes.
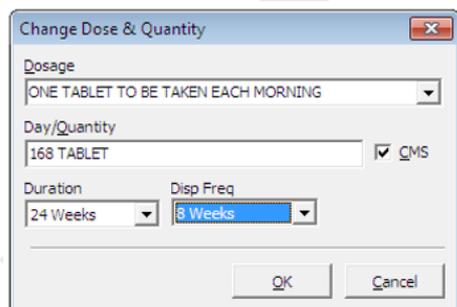
1. Highlight medication (each medication must be changed separately).

2. Click Alter Details, then Prescription Type.
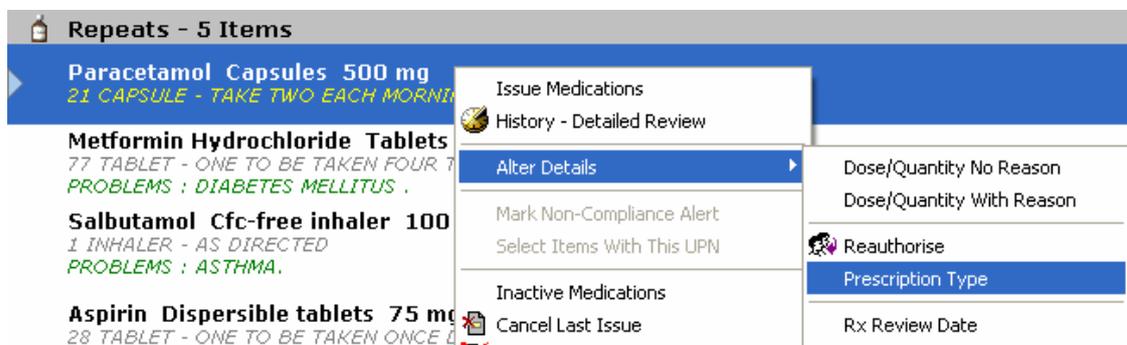


3. Select CMS, then click OK.



4. In the Change Dose & Quantity box, select Duration (24, 48 or 52 weeks) and Dispensing Frequency.



**Automatic quantity calculation:** In some cases the quantity of medication required is calculated by EMIS based on the dose the patient is prescribed. Please double check the calculation.

**Manual quantity calculation:** When EMIS does not calculate the quantity, enter manually. For example, one tablet daily for 48 weeks would equal a quantity of 336.

**Duration and Dispensing Frequency:** Select in line with current Practice procedure. Forth Valley recommends 8 week dispensing intervals.

5. To issue the Serial Prescription highlight the items then select I – Issue, ensuring Script Destination Text is populated with the name of the Community Pharmacy the patient is registered with.
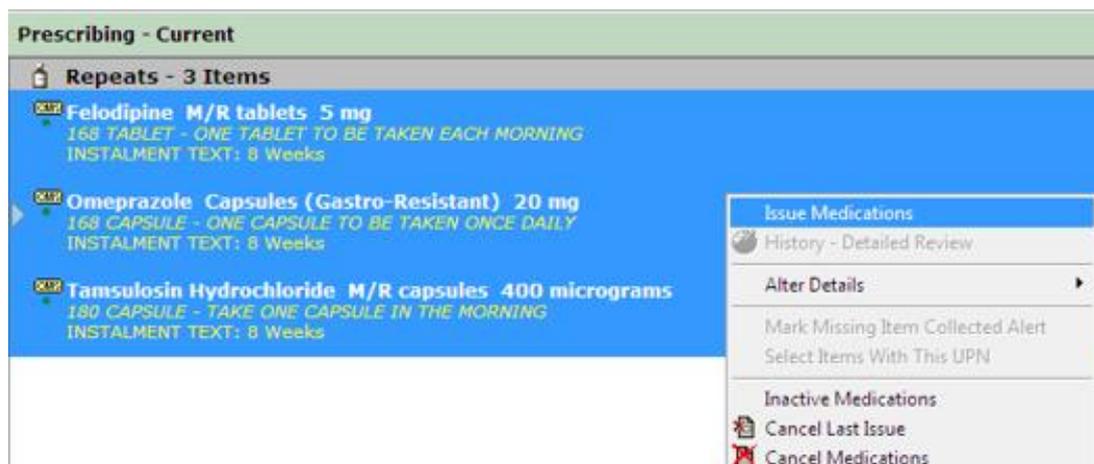


6. Select the Authorising GP from the list.

7. Print the prescription and highlight CMS in bottom left corner so it's easily seen by the Pharmacy.

8. The Prescription should be signed by the GP.

9. The Pharmacy or patient will collect the prescription.

# Ongoing Management of Serial Prescriptions

**Additions**

When adding new medication to a Serial Prescription, it should be added as a repeat and then changed to **CMS** as outlined previously.

The Serial Prescription for the new medication should be issued for the full **Duration** and the Pharmacist will align as required.
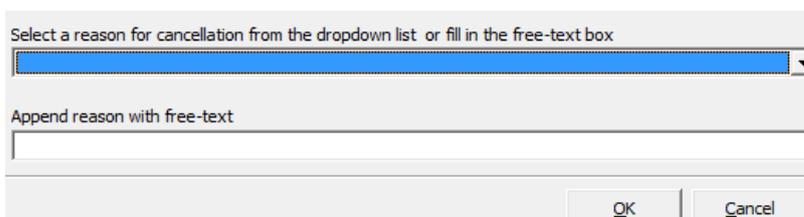
**Cancellations**

1. Select medication to be cancelled then right click and **Cancel Medications**.
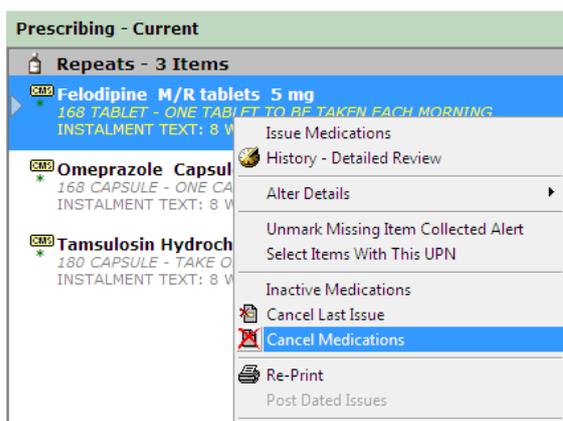


The Pharmacy will be unable to label the medication as the electronic message will have been cancelled. It is important that the GP Practice communicates this to the Pharmacy, as they may already have labelled the upcoming instalment for the patient.

2. Select the reason for cancellation from the dropdown list or type in the free-text box, click **OK**



3. Select the authorising prescriber, click **OK**

**Amendments**

If dose changes are to be made to a medication on a Serial Prescription **it must first be cancelled** - follow the cancellation instructions above - then add as New, and change the prescription type to CMS.

The Serial Prescription for the new medication/dosage/quantity should be issued for the full dispensing duration and the Pharmacist will align as required.
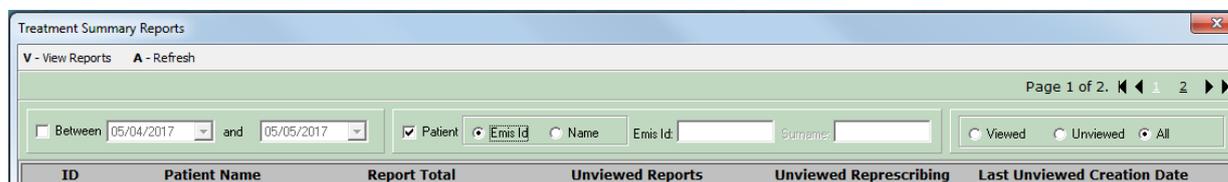
# Treatment Summary Reports

A Treatment Summary Report is a summary of prescribing and dispensing information, sent electronically by the Pharmacist to the GP Practice system, once the final supply has been given to the patient.  It can contain a re-order request and Pharmacist notes.

1.  On the **Modules** screen in the **Configuration** section, click **DT Dictionaries**



2.  Click **S View Treatment Summary Reports**

3.  Select **Unviewed Reports**.  Or tick the **Between** box to search specific dates.  Click **A - Refresh** to update the reports



4.  Click **Patient Name** to view reports

The treatment summary for a patient can also be accessed from their Prescribing screen at the bottom right corner **Treatment Summary....**
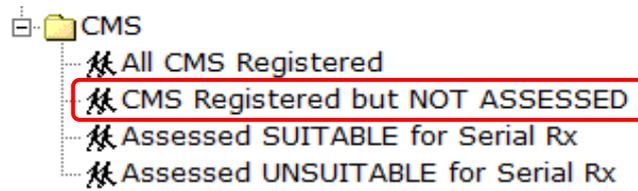


# Re-Ordering

Serial Prescriptions are re-ordered using the Right Hand Side of the prescription.

## New CMS Registered Patients

To continue to identify patients newly registered for CMS who may be suitable for Serial Prescriptions run the EMIS PCS search - **CMS Registered but NOT ASSESSED**
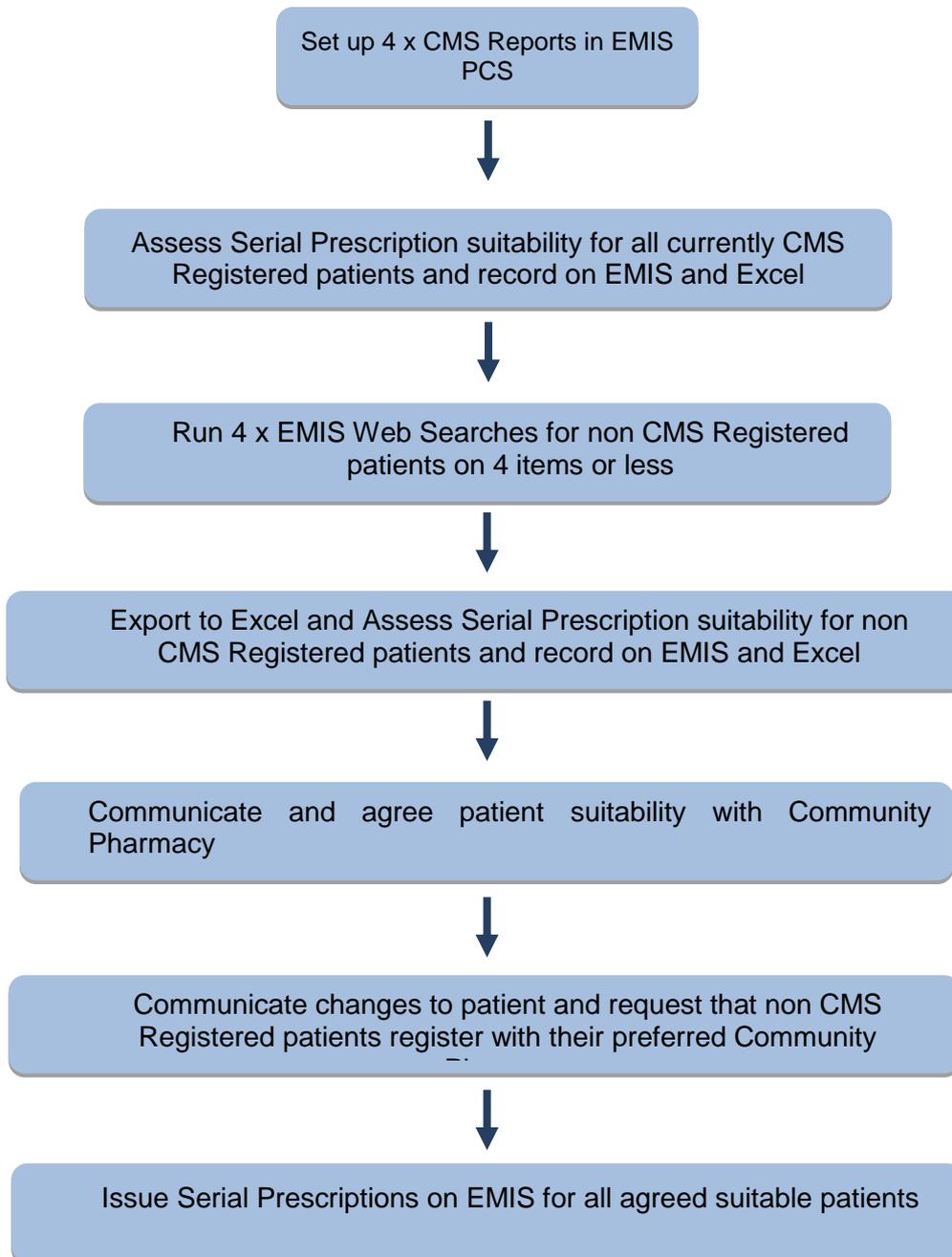


It is recommended that a member of the GP practice staff run this report on a regular basis and follow the Serial Prescribing suitability process.

## What to do when a patient with a Serial Prescription leaves your practice

- Deduction received
- Print EMIS summary and import to Docman
- Cancel all CMS medications
- Process the deduction as normal

# Appendix 1 – Quick Reference Process Flowchart

Set up 4 x CMS Reports in EMIS PCS

↓

Assess Serial Prescription suitability for all currently CMS Registered patients and record on EMIS and Excel

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Run 4 x EMIS Web Searches for non CMS Registered patients on 4 items or less

↓

Export to Excel and Assess Serial Prescription suitability for non CMS Registered patients and record on EMIS and Excel

↓

Communicate and agree patient suitability with Community Pharmacy

↓

Communicate changes to patient and request that non CMS Registered patients register with their preferred Community

↓

Issue Serial Prescriptions on EMIS for all agreed suitable patients

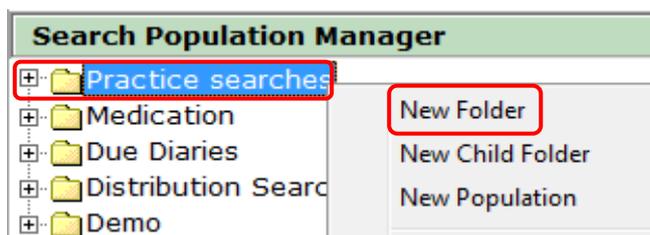# Appendix 2 - EMIS PCS Searches for CMS Registered Patients

**1** Log in to EMIS PCS, click **Modules** then **Searches and Reports**
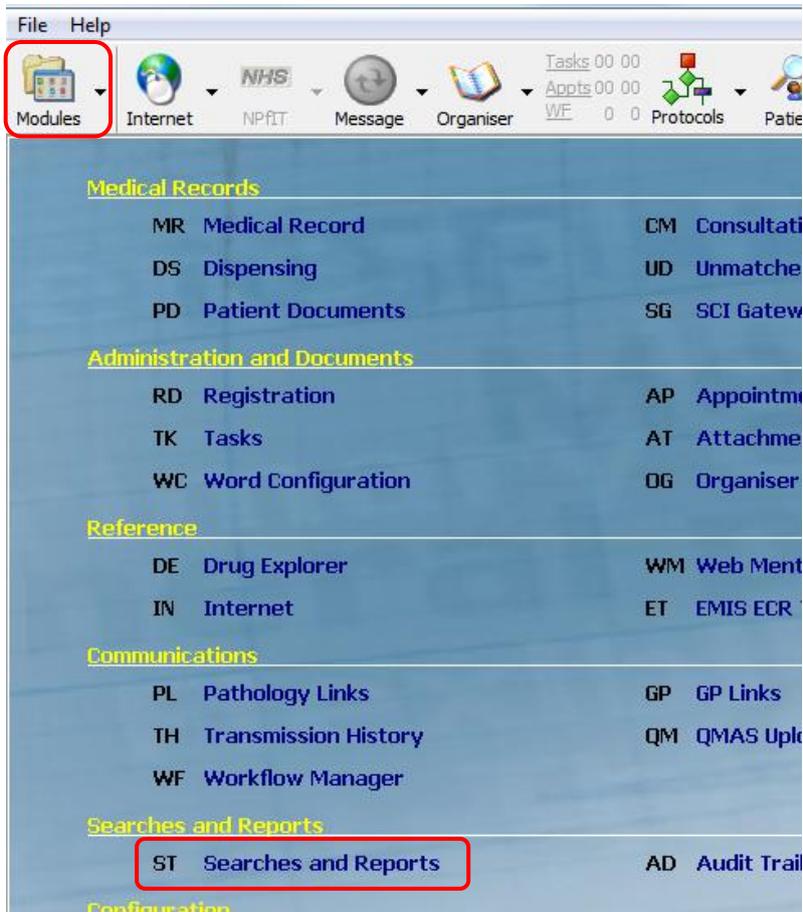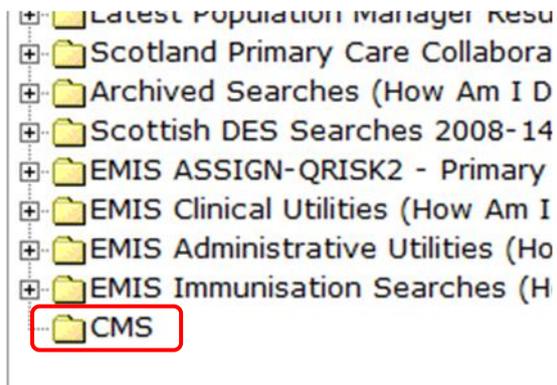


2 Click Search population manager



3 Right click Practice searches and select New Folder

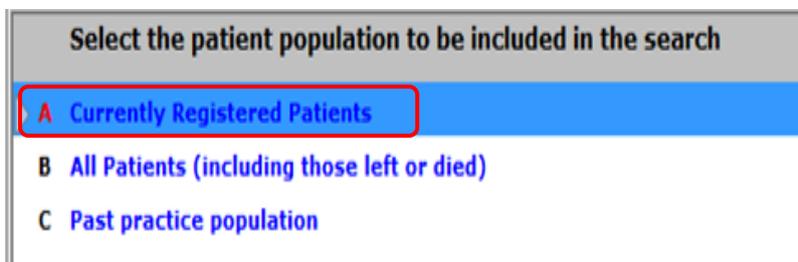**4** Name folder **CMS** and click **OK**



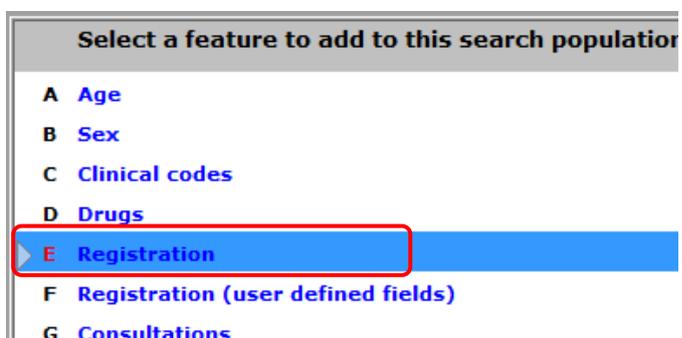The CMS folder will appear at the bottom of the list.



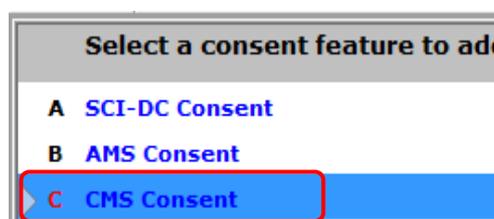**5A** Right click the **CMS** folder and select **New Population**

**5B** Double click **Currently Registered Patients**
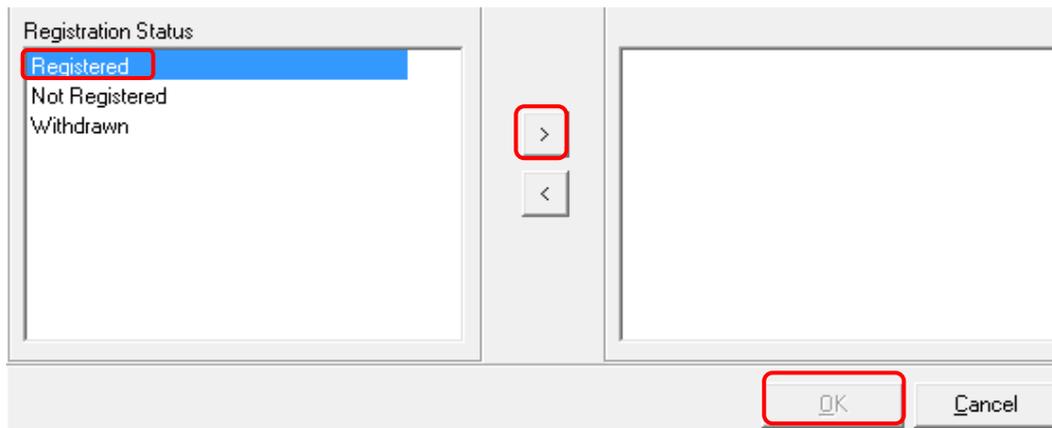


**5C** Double click **Registration**



**5D** Double click **Patient Consent** then double click **CMS Consent** on the next screen

**5E** Click **Registered** from the bottom box then click the right hand arrow to move Registered to the bottom right box.



**6** Click **OK** and then **OK** again on the next screen.

**7** Name your search **ALL CMS Registered** and click **OK**.



**8** Click **YES** to run the search now.

**9** When search results display click **OK.**

To set up the remaining searches follow steps 5A -5D then choose the criteria at 5E according to the searches to be set up below:

CMS registered but NOT ASSESSED

Choose from Top Box
- **Not Assessed**

Choose from Lower Box
- **Registered**

Click **OK** twice
Name search CMS registered but NOT ASSESSED

Assessed SUITABLE for Serial Rx

Choose from Top Box
- **Suitable for CMS serial prescriptions**

Choose from Lower Box
- **Registered**

Click **OK** twice
Name search Assessed SUITABLE for Serial Rx

Accessed UNSUITABLE for Serial Rx

Choose from Top Box
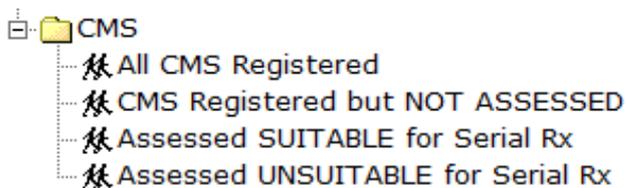- **Unsuitable for CMS serial prescriptions**

Choose from Lower Box
- **Registered**

Click **OK** twice
Name search Assessed UNSUITABLE for Serial Rx

Once you have completed this, the CMS folder should contain the following:

CMS
- All CMS Registered
- CMS Registered but NOT ASSESSED
- Assessed SUITABLE for Serial Rx
- Assessed UNSUITABLE for Serial Rx

# Appendix 3 - Record patient suitability for CMS Registered patients on Excel

1.  Click **Searches & Reports**

2.  Click **CMS** Folder to expand

3.  Right click **CMS Registered but NOT ASSESSED** and choose **Browse Patients in This Population**

4.  Click **Send to Excel**

5.  In Excel, delete last column and add 4 columns:

    -   Suitable/Not Suitable

    -   No Of Items

    -   Regular Pharmacy

    -   Comment

6.  Save to CMS folder in appropriate Practice drive

7.  Using the patient EMIS Number search for each patient individually, assess their suitability and complete the necessary spreadsheet fields.

8.  Filter **Suitable/Not Suitable** column to show only Suitable patients

9.  Then filter **Regular Pharmacy** column

10. Print Suitable list for each Pharmacy

11. Send list to Community Pharmacist for identification of Not Suitable patients

12. When Community Pharmacist returns list – update patient's EMIS Prescribing screen appropriately

## Appendix 4 - EMIS Web Searches for Patients With 4 Items or Less

1. Log in to EMIS, click **EMIS Web**



2. Click **Population Reporting**

3. Near the top left hand side of the screen - right click Top Level Folder e.g. **Balfron Health Clinic** choose **Add** then **Folder**
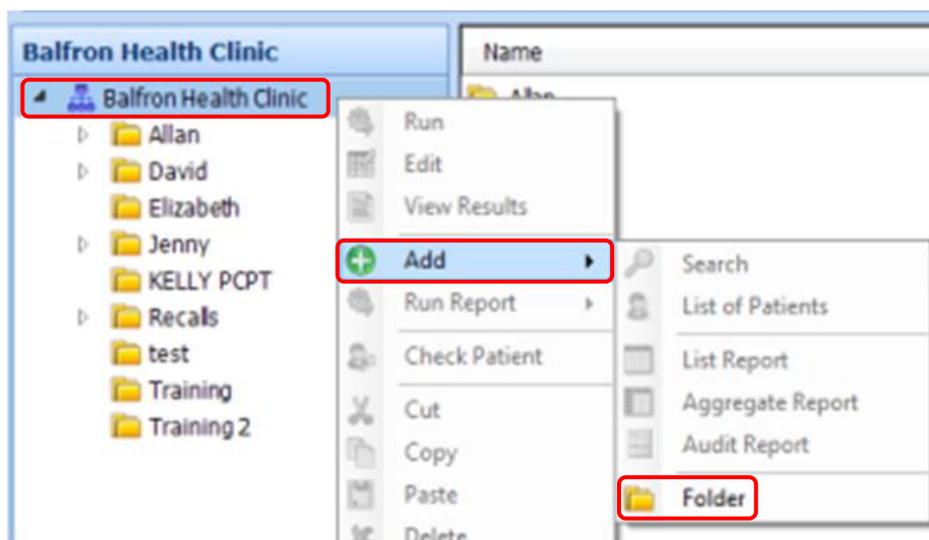


4. Name the Folder **Serial Rx Suitability**

5. Click **OK**

6. Right click **Serial Rx Suitability** Folder

7. Click **Add**

8. Click **Search**

9. Name the Search **Patients on 1 item**, click the radio button for **Currently registered regular patients** then click **OK**

10. Click **Click here to begin adding Rules to this Search**
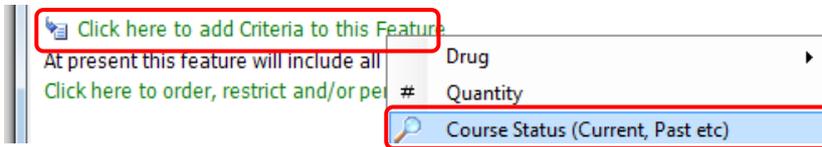
11. Click **Create a new Rule**
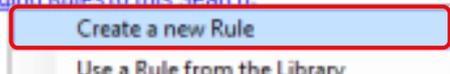
12. Click **Click here to choose the type of Feature you would like to create**
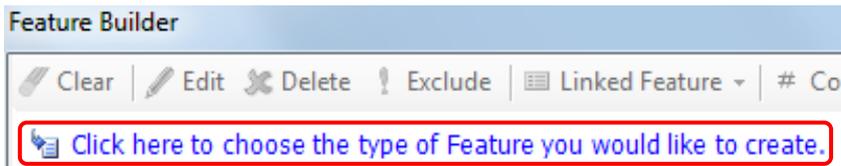


13. Click **Medication** then **Medication Courses**
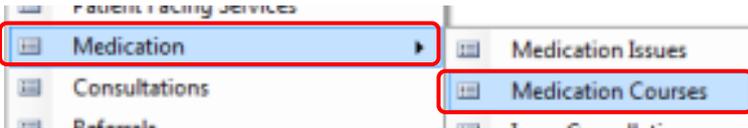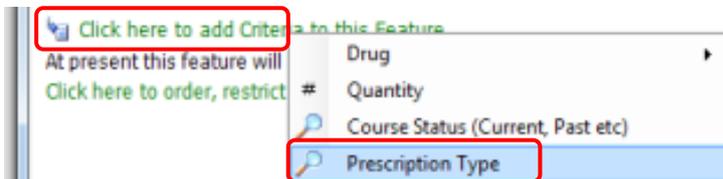


14. Click **Click here to add Criteria to this Feature** then **Course Status (Current, Past etc)**



15. Click **Current** then **OK**

16. Click **Click here to add Criteria to this Feature**, click **Prescription Type**
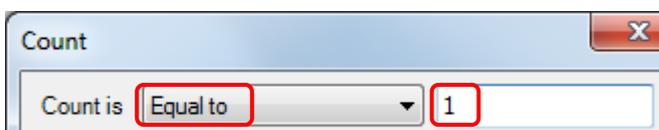


17. Click **Repeat** then **OK**

18. On the Feature Builder menu bar Click **# Count**
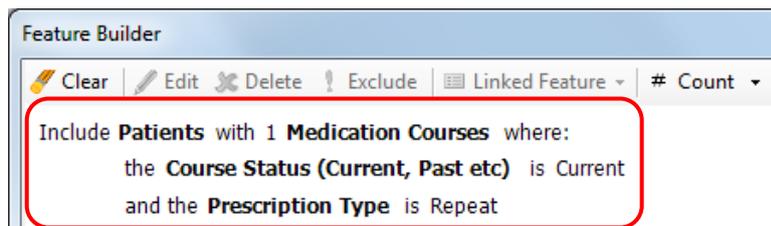


19. In the **Count is** box choose the option **Equal to** and type **1** in the box to the right

20. Click **OK**
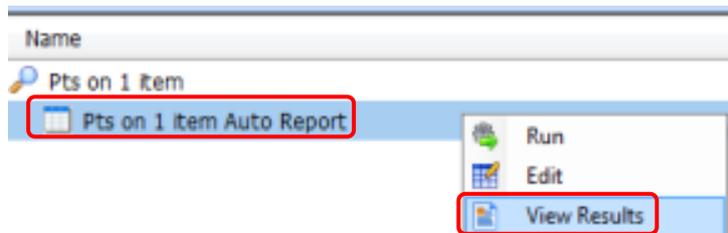
Your search should look like this:



21. Click OK

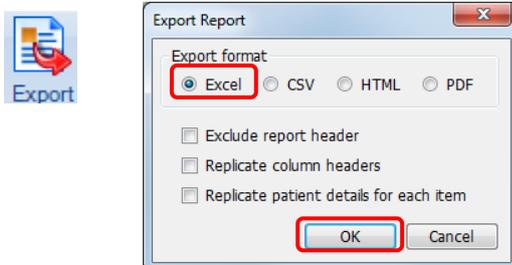22. Click **Save and Run** then **Yes** to run report

23. Click **Auto** to run Auto report

24. **Yes** to run

25. Right click the **report** then **View Results**



26. Click **Export** on the menu, **Excel** radio button, then click **OK**
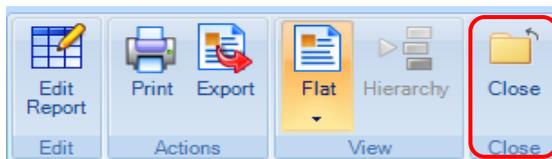


27. Save to appropriate CMS folder on Practice drive (you may have to create a new folder)

# Appendix 5 - Use Excel to record suitability for non CMS Registered Patients

1. Open the report in Excel

2. Delete the information in the last 3 columns - Course Status, Most Recent Issue Date and Prescription type - as not required.

3. Add 3 new columns:  **Suitable/Not Suitable, Regular Pharmacy, & Comment**

4. Using the patient EMIS Number search for each patient individually, assess their suitability and complete the necessary spreadsheet fields.

5. Filter **Suitable/Not Suitable** column to show only Suitable patients

6. Then filter **Regular Pharmacy** column

7. Print Suitable list for each Pharmacy

8. **Send list to Community Pharmacist to discuss CMS registration with the identified patients and register if**

*** Repeat for patients on 2, 3 and 4 items. ***

To return to the Search homepage click **Close**

# Appendix 6 - Patient Suitability Flowchart

Is patient registered at Community Pharmacy?

**NO** → Continue to screen for suitability and ask the patient to discuss CMS registration with their preferred Pharmacy.

**YES** → Is patient on more than 4 medications? *

Is patient on more than 4 medications? * → **NO** → Is patient on any Controlled Drugs, Cytotoxic or Near Patient Testing Drugs? *(See exclusions below)*

**YES** → **Patient not suitable for Serial Prescriptions**

Is patient on any Controlled Drugs, Cytotoxic or Near Patient Testing Drugs? → **YES** → Patient not suitable for Serial Prescriptions

**NO** → Is patient on weekly dispense medication? *(Includes compliance devices or instalment dispensing due to risk of abuse)* and/or in a Nursing/Care Home.

**YES** → Patient not suitable for Serial Prescriptions

**NO** → Has patient been on regular, stable medication for at least 6 months?

**YES** → **Patient suitable for Serial Prescriptions**

**NO** → **Patient not suitable for Serial Prescriptions**

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**Patients on the following should be excluded from Serial Prescriptions:**

**Near Patient Testing Drugs:**
Azathioprine (Imuran®)
Mercaptopurine
Leflunomide (Arava®)
Methotrexate (Metoject®)
Penicillamine (Distamine®)
Sodium Aurothiomalate (Myocrisin® Gold)
Sulfasalazine (Salazopyrin®) Cyclophosphamide
Tacrolimus (Adoport® Prograf® Vivadex®)
Ciclosporin (Neoral® Sandimmun®)
Mycophenolate or Mofetil Hydroxycarbomide (CellCept® Myfenax®)
Dapsone - Acitretin (Neotigason®)
Amisulpiride (Solian®)
Olanzapine (Zyprexa® Zalasta®)
Quetiapine (Seroquel®)
Risperidone (Risperdal®)
Aripiprazole (Abilify®) – Paliperidone (Invega® Xeplian®)

**Additional excluded drugs:**
Warfarin
Contraceptives –incl but not exhaustive: Microgynon® Ovranette® Levest® Rigevidon® Gedarel® 30/150 Gedarel® 20/150 Marvelon® Millinette® 30/75 Millinette® 20/75 Mercilon® Tri-Regol® Femodene® Katya® Femodette® Sunya® Logynon® Trinordial® Desogestrel® Cerelle® Cerazette® Cilest® Cilique® Yasmin® Lucette®

**Drugs for careful consideration:**
Inhalers: Patients who are compliant with both preventers and salbutamol only – non compliant not suitable for Serial Prescriptions

**Controlled drugs in Schedules 2 or 3:**

**Schedule 2 incls:**
Morphine (Morphgesic SR® Filnarine®, MST Continus®)
Oxycodone (Longtec® Oxycontin®)
Methadone
Pethidine
Fentanyl (Abstral® Actiq® Durogesic DTrans® Matrifen® Osmanil®)
Methylphenidate (Medikinet XL® Tranquilyn® Xenidate XL®)

**Schedule 3 incls:** Temazepam - Tramadol (Zydol® Zamadol®)
Buprenorphine (BuTrans®)

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* Patients on more than 4 items may be considered for Serial Prescribing at a later date.

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This list is not intended to be exhaustive. Please contact Community Pharmacy Support if you have any queries.

# Appendix 7 - Completing a Serial Rx L1 Review

1. Click **Consultation** then click **Add**

2. Check your details are displayed correctly and then click **OK** on consultation header

3. Click **Comment**

4. Click **T** for Template, then in search type **serial**. Select **Serial Rx L1 Review** then click **OK**.



5. Complete level 1 medication review as appropriate and then click **OK**. The information you entered will appear in the comments section of the consultation.

6. If **Tasks** are required to complete Level 1 Medication Review, complete from the top of screen by clicking **Tasks**.

7. Click **N- Add** at top left corner

8. Select **patient task** from the **Task type dropdown**.



9. Click **To...** and select who you are sending task to, then click **OK**

10. In white space in **add task** box document the issue and action required

11. Click **send**

## Appendix 8 – Sample CMS Registration Request

Dear Pharmacist

We have assessed this patient as suitable to receive a Serial Prescription.

Please discuss CMS and Serial Prescriptions with the patient and complete CMS Registration if the patient is in agreement.

Please let the GP Practice know once you have registered the patient.

Dear Pharmacist

# Contacts

**Community Pharmacy Support Team**

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**Community Pharmacy Champion**

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