Community Pharmacy

Serial Prescriptions

DO NOT USE THIS SOP IN PRINTED FORM WITHOUT FIRST CHECKING IT IS
THE LATEST VERSION

The definitive versions of all NHS Forth Valley's SOPs appear online, not in printed
form, to ensure that up to date versions are used. If you are reading this in printed
form, check that the version number and date below is the most recent one as shown
on the NHS Forth Valley Community Pharmacy Website:

https://pharmacies.nhsforthvalley.com/resources/core-services/chronic-medication-
service/

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Approved By:	**NHS Forth Valley General Pharmaceutical Services Review Group**
Version Number:	**3.0**
Date Printed:	
Effective Date:	**April 2018**
Review Date:	**April 2020**
Template Version:	**1.0**

Contents

1 Introduction, Background and Purpose

This Standard Operating Procedure should be used to manage the Serial Prescription element of the Chronic Medication Service (CMS) in Community Pharmacies.

2 Risks

Failure to follow this SOP could lead to:

- Serial Prescriptions not identified correctly
- Misfiled or mislaid prescription forms
- Subsequent supplies not dispensed on time
- Claims not submitted correctly
- Repeat requests not submitted at the appropriate time
- Valid prescriptions not available to dispense
- Items not collected are not identified
- Medication changes are not identified

3 Who Should Use This SOP

This SOP should be used by the pharmacist and appropriately trained staff within the Community Pharmacy.

4 When this SOP Should be Used

This SOP should be used for the management of Serial Prescriptions.

5 Description

5.1 First Dispensing

5.1.1 Prescription arrives in community pharmacy.

5.1.2 Prescription is identified and highlighted as a Serial Prescription.

5.1.3 The barcode is scanned to retrieve the electronic message.

5.1.4 Using the electronic message, the initial supply of medication is labelled, dispensed and checked according to the pharmacy's SOPs. Check the quantity dispensed against the dispensing interval and duration.

5.1.5. The prescription should be stored and handed out according to the pharmacy's SOP. Confirm with patient/representative that all items are required when handing out.

5.1.6 The patient/representative is informed that this is a Serial Prescription, the date the next supply will be available and that re-ordering from the GP is not required.

5.1.7 After collection, the electronic claim is sent for payment for the items issued at this dispensing.

5.1.8 The prescription form is filed for subsequent dispensing in a Serial Prescription storage system according to the date of next dispensing.

5.2 Subsequent Dispensing

5.2.1 On a regular basis, the prescriptions are reviewed to identify those due for collection.

5.2.2 The Serial Prescription is re-requested electronically.

5.2.3 The retrieved message is reviewed against the original prescription to check for any amendments or cancellations.

5.2.4 The medication is labelled, dispensed and checked according to the pharmacy's SOPs. Check the quantity dispensed against the dispensing interval and duration.

5.2.5 After collection, the electronic claim is sent for payment for the items issued at this dispensing.

5.2.6 The prescription form is filed for subsequent dispensing in a Serial Prescription storage system according to the date of next dispensing.

5.3 Final Dispensing

5.3.1 Once the final dispensing is made, the Treatment Summary Report (TSR) is available for completion and should be sent to the GP Practice as per normal pharmacy procedure.

5.3.2 The prescription should be stamped with the pharmacy stamp but not endorsed, and filed to be sent to PCFS with the next submission.

5.4 Re-ordering

5.4.1 The pharmacy should re-order Serial Prescriptions as agreed with the GP Practice.

5.5 Non Collection of Medications

5.4.1 Any medication which has not been collected should be retrieved from the storage shelves.

5.4.2 The patient should be contacted to remind them their medication is due for collection.

5.4.3 If the patient cannot be contacted or the medication is no longer required, update the PMR accordingly.

5.4.4 If a patient fails to collect their medication the pharmacy should discuss this with the GP Practice.

6 Review

This procedure should be reviewed after each critical incident and after two years by the Senior eHealth Trainer/Facilitator and Pharmacy Champions.

7 Related SOPs and Documents

This document should be used in conjunction with NHS Forth Valley Serial Prescribing Community Pharmacy Process document:

https://pharmacies.nhsforthvalley.com/resources/core-services/chronic-medication-service/

The **Serial Prescription Record Form V3** can be used in conjunction with the PMR system to record additional information relating to dispensing dates and claim dates and is available on the Forth Valley Pharmacy Website:

https://pharmacies.nhsforthvalley.com/resources/core-services/chronic-medication-service/

The **CMS Incorrect Notification Claim Form** is available on the NHS National Services Scotland Website:

https://nhsnss.org/services/practitioner/pharmacy/pharmacy-services/chronic-medication-service/