

BMC Prescription SOP

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2.0	Chloe Reed	08/05/2020
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Contents

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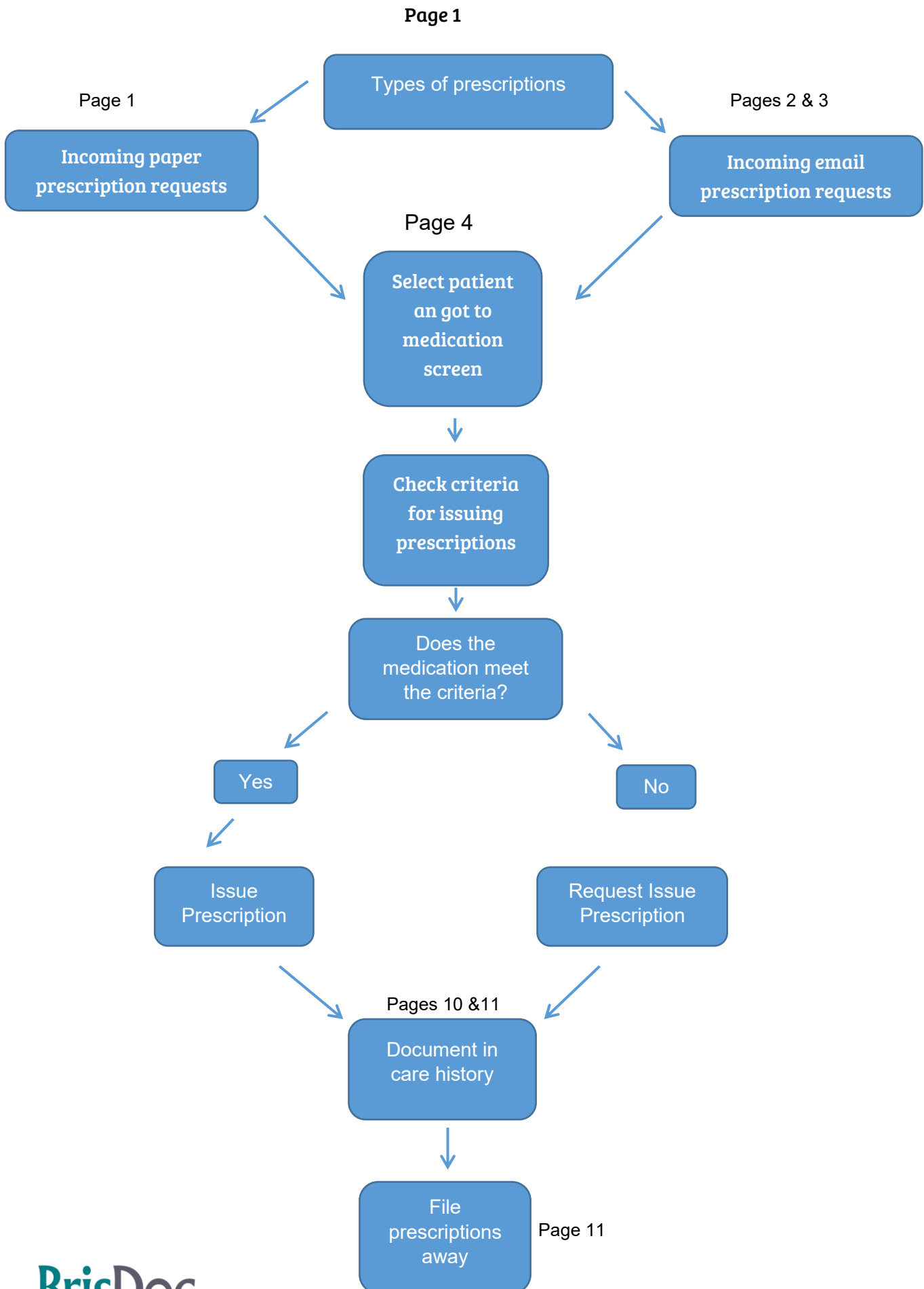
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Version Control..... **3**

Please use this flow chart as a guide when issuing prescriptions. Start on pages 1-5 and then follow the other pages needed accordingly

BMC Prescription SOP V2



BMC Prescription SOP V2

Types of Prescriptions

Key Points:

- Repeat prescription requests can take up to 72 hours (3 working days) to process.
- Urgent prescription requests must only be requested urgently if this is on the urgent medications list (these are located on each reception desk) These should be ready to collect by 6pm that day
- On the day prescriptions will only be actioned if they come in before 2pm- any requests that come in after this time will be processed the following working day.

Incoming Paper requests:

These are prescription requests that are made on paper by either the patient themselves or a pharmacy requesting on the patients behalf. They are found in the prescriptions box located on both Level 1 and Level 2 of the surgery.

If you have been given the task to request prescriptions you will need to empty the boxes at the beginning of each day and also at lunchtime. The key can be found in the key safe in the staff room. Once you have processed the prescription you will then need to file them away (see page 6)

Example of a paper request:

Broadmead MEDICAL CENTRE			
ROUTINE REPEAT PRESCRIPTION REQUEST			
PLEASE NOTE A DELAY MAY OCCUR IF ALL DETAILS ARE NOT CLEARLY COMPLETED			
NAME	Minnie mouse	Emis (staff use)	00011
DATE REQUESTED	08-05-20		
ADDRESS	Flat 1, Mouse house Mouse Lane BS1 1E2		
DATE OF BIRTH	10/04/78		
TELEPHONE NUMBER	0117 9654931		
Please list medication required			
Name of medicine	Strength	Formulation i.e. tablet, cream	Directions for taking
Atorvastatin	10mg	Tablet	1 per day
Sertraline	20mg	Tablet	1 per day
Please indicate your PERMANENT choice for collection			
Surgery	<input type="checkbox"/>		
Boots, Broadmead	<input checked="" type="checkbox"/>		
Superdrug	<input type="checkbox"/>		
PLEASE ALLOW 48 HOURS (2 working days) BEFORE COLLECTION FROM THE SURGERY AND 72 HOURS (3 working days) FROM A CHEMIST			
NB: Saturdays, Sundays and Bank Holidays DO NOT count as working days.			
URGENT REQUESTS AT THE DISCRETION OF THE GP.			

Example of an urgent paper request:

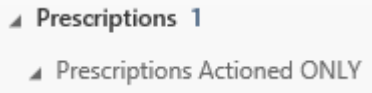
Broadmead MEDICAL CENTRE			
URGENT ON THE DAY REQUESTS			
NAME	Mickey mouse	Emis (staff use)	00012
DATE REQUESTED	08-05-20		
ADDRESS	Flat 1, Mouse house Mouse Lane BS1 1E2		
DATE OF BIRTH	26/03/78		
TELEPHONE NUMBER	0117 9654931		
Please list medication required			
Name of medicine	Strength	Formulation i.e. tablet, cream	Directions for taking
Ventolin	-	Inhaler	Twice daily
REASON FOR URGENT REQUEST			
Have ran out			
Please indicate your PERMANENT choice for collection			
Surgery	<input type="checkbox"/>		
Boots, Broadmead	<input checked="" type="checkbox"/>		
Superdrug	<input type="checkbox"/>		
URGENT REQUESTS AT THE DISCRETION OF THE GP.			

BMC Prescription SOP V2

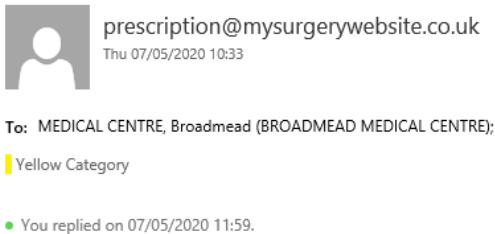
Incoming email requests:

These are prescription requests that are sent to us via email adminbmc@nhs.net. Similarly to the paper requests these can also be from the patient themselves or a pharmacy requesting on the patients behalf. These are located in the 'Prescriptions' folder. You will need to print out the prescription requests and then process the prescription. Once you have processed the prescription you will then need to reply to inform the patient/pharmacy that the request has gone through (see below). Once you have replied you can then file away into the 'Prescriptions Actioned' folder (see page 6)

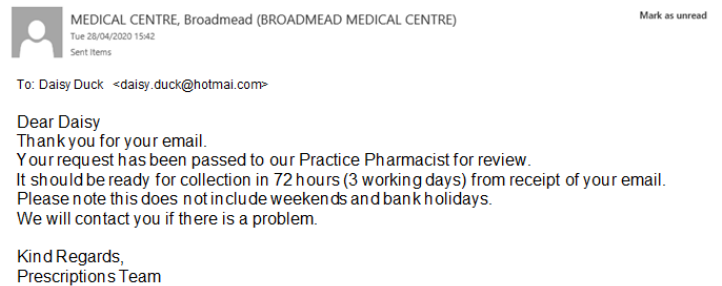
Prescriptions Folders in email:



Example of email request:



Example of how to reply to email:



Repeat Prescription Request - 07/05/2020

Name	Daisy Duck
Date of Birth	26/03/1993
Telephone	07749491406
Address	Flat 11 Baldwin Lofts 14-24 Baldwin Street
Email	Daisy.duck@hotmail.com
Usual Doctor	Dr Jackie Belbeck
Collection Point	The Surgery
Comments:	
Requested Items	SERTRALINE 50mg tablets --- 1 tablet of 50mg a day

Administration Team
Broadmead Medical Centre
59 Broadmead (within Boots)
Bristol
BS1 3EA
Tel: 0117 954 9828
Fax: 0117 954 9829
www.broadmeadmedicalcentre.nhs.uk
"Patient care - by people who care"

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Email replies templates:

Dear

Thank you for your email.

Your prescription is ready for collection at the Surgery Level 2.

Kind regards,

Prescriptions Team

Dear

Thank you for your email.

Your prescription is ready for collection at the Boots Broadmead Pharmacy (**can change to nominated pharmacy**).

Kind regards,

Prescriptions Team

Dear

Thank you for your email.

Your request has been passed to our Practice Pharmacist for review.

It should be ready for collection in 72 hours (3 working days) from receipt of your email. Please download the NHS app in the App Store/Play store to track the progress of your prescription.

Please note this does not include weekends and bank holidays.

We will contact you if there is a problem.

Kind Regards,

Prescriptions Team

BMC Prescription SOP V2

Methods that prescriptions can be issued:

Electronic R2: These prescription requests will go electronically to the clinician and then directly to the chosen pharmacy for collection.

Last Issue Number / Method

Electronic R2

Electronic R1: These prescription requests are forwarded to the clinician for completion and will normally be printed when approved and returned to reception for filing.

Last Issue Number / Method

1 of 3 *Electronic R1*

Printed: These will be printed and then passed to the clinician for signing, then returned to reception for filing.

Last Issue Number / Method

1 of 3 *Print*

Search for patient and go to medication screen:

Once you have a prescription request you will then need to search for the patient that is requesting (press F5 and type date of birth) ensure that you also check the address.

Patient Find X

Search for a patient by any or all of the criteria below.

All or part of the name, date of birth, NHS no. or patient no. House name/number, street, postcode or telephone

Name/address	Date of birth/NHS No.	Contact details	Status for this organisation	GP/organisation /EMIS no.
MOUSE, Debbie (Miss) 99 Boscombe Crescent, Bristol, Bristol, BS7 9EQ	01-Jan-1986 ZZZ9999		Active Patient Dummy	USER, Anonymous (Mr) Broadmead Medical Centre EMIS no. 4545
MOUSE, Loopy (Miss) Mousehole In The Kitchen, 18 Henleaze Gardens, Bristol, Avon,...	02-Oct-1998 Unknown	Home: (0117) 962 4481 Mobile: (07815) 963848	Active Patient Dummy	JONES, Tim (Dr) Broadmead Medical Centre EMIS no. 15
MOUSE, Nancy (Miss) 6, Gwiliam Street, Bedminster, Bristol, BS3 7DR	12-Jun-2004 Unknown	Home: (0117) 963 4153	Active Patient Dummy	USER, Anonymous (Mr) Broadmead Medical Centre EMIS no. 5
MOUSE, Fred (Miss) Preferred Name: Freddie 6, Gwiliam Street, Bedminster, Bristol, BS3 7DR	08-May-1995 Unknown	Home: (0117) 963 4153	Active Patient Dummy	A, Walk-in Doctor (Dr) Broadmead Medical Centre EMIS no. 2
MOUSE, Daisey (Mrs) 3 Wallingford Rd, Knowle, Bristol, Bristol, BS4 1XJ	19-Jun-1999 Unknown	Home: (0117) 985 3521 Mobile: (07772) 233254	Active Patient Dummy	BELBECK, Jackie (Dr) Broadmead Medical Centre EMIS no. 30
TEST, Test (Mr) 59 Broadmead, Bristol, BS1 2AE	15-Dec-1979 Unknown		Active Patient Walk-In	JONES, Tim (Dr) Broadmead Medical Centre EMIS no. 503974
MINNIE, Mouse (Madame) Preferred Name: minnie 96 Mouse Lane, Mouseville, Bristol, BS15 8NF	02-Dec-1940 Unknown	Home: (0117) 960 3933 Work: (0117) 959 2042	Active Patient Dummy	A, Walk-in Doctor (Dr) Broadmead Medical Centre EMIS no. 3
DUCK, Priscilla (Lady) Preferred Name: Cilla 74, Padstow Road, Knowle, Bristol, Bristol, BS4 1EJ	15-Apr-1959 Unknown	Home: (0117) 923 1143 Mobile: (07778) 271234	Active Patient Dummy	USER, Anonymous (Mr) Broadmead Medical Centre EMIS no. 23
DUCK, Don (Mr) 1 Mouse Way, Ducktown	12-Dec-1985 Unknown		Active Patient Walk-In	BELBECK, Jackie (Dr) Broadmead Medical Centre EMIS no. 569176
MOUSE, Mickey (Mr)	02-Dec-1958	Home: (0117) 960 3933	Active Patient	THUMMA - LOCUM, Kiran (Dr)

(No data) OK Cancel

Then go to their medication screen (tablet icon on toolbar)

BMC Prescription SOP V2

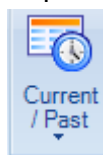
Criteria for issuing prescriptions:

Before issuing a prescription it is important that you check the following criteria...

- ✓ Is the medication on current medication list?
- ✓ Is the medication on repeat or acute?
- ✓ Is the medication due? When was it last issued?
- ✓ Has the medication got remaining issues left?
- ✓ Are they overusing? Is the usage percentage over 200%?
- ✓ Are they due a medication review?

Current/Past medication

As soon as you go to the patients' medication screen it will automatically show all their current medications list. In order to look at a patients' past medications list you will need to click on the tab as shown:



Current medications: Each patient will have both current list of medication/s this will include all medications they are currently taking. If a patient requests medication that is on their current medication list, please continue on this page.

Past medications: Each patient will also have a list of past medications that includes all medications the patient has been prescribed in the past or have now expired. If a patient requests medication that is in his past medications please continue to page 9 as the request does not meet the criteria and will need to be reviewed by the Practice Pharmacist (Ade Williams/Tauheed Ahmed).

Repeat/Acute medication

Repeat medications: Medication that can be ordered a certain amount of times without seeing a GP for review. If a patient requests medication that is on their repeat medication, please continue on this page.

Acute medications: Medication that needs to be reviewed every time it is requested/issued. If a patient requests medication that is on their acute medication please continue to page 9 as the request does not meet the criteria and will need to be reviewed by the Practice Pharmacist (Ade Williams/Tauheed Ahmed).

BMC Prescription SOP V2

Examples of a list of Repeat medication:

Repeat

- B **Atorvastatin 40mg tablets** One To Be Taken Each Day, 28 tablet
- C **Bisoprolol 5mg tablets** One To Be Taken Each Day, 28 tablet
- D **Clopidogrel 75mg tablets** One To Be Taken Each Day, 28 tablet
- E **Lansoprazole 15mg gastro-resistant capsules** One To Be Taken Each Morning to be continued until 28/5/19, 28 capsule
- F **Ramipril 2.5mg capsules** One To Be Taken Each Day, 28 capsule
- G **Warfarin 1mg tablets** as directed, 56 tablet
- H **Warfarin 3mg tablets** as directed, 56 tablet

Examples of a list of Acute medication:

Acute

- A **CD** **Diazepam 2mg tablets** One To Be Taken Three Times A Day, 1 tablet
- B **CD** **Zopiclone 7.5mg tablets** One To Be Taken At Night, 28 tablet

Last issue date/Calculating when due

Last issue date: When a prescription has been issued it will then show on the patients' record the date the latest prescription was issued, this is a way to see if a patient is due medication and when they will run out.

Calculating when due: In order to calculate when medication is due check the quantity of medication that was last issued and how many they take per day, you will then see whether a patient's medication is due for a new prescription. We usually issue 1 week early as the request can take up to 3 days to process.

BMC Prescription SOP V2

You can use the following table to help calculate:

Calculating Quantities:		
Quantity	Dose per day	How long supply will last
28 tablets/capsules	1 per day	= 1 month supply
56 tablets/capsules	1 per day	= 2 month supply
56 tablets/capsules	Twice per day	= 1 month supply
112 tablets/ capsules	Twice per day	= 2 month supply
Prescription Codes:		
Code	Quantity	
Od	= One per day	
Bd	= Twice per day	
Tds	= Three times per day	
Qds	= Four times per day	
Mane	= In the morning (am)	
Notce	= At night (pm)	
Prn	= As required	
Inhalers:		
Pack Size	Dose per Day	1 inhaler will last for...
30 Dose	1 puff daily	30 days
	1 puff twice daily	15 days
50 Dose	1 puff twice daily	25 days
	2 puffs twice daily	12 days
60 Dose	1 puff daily	60 days
	1 puff twice a day	30 days
	2 puffs daily	30 days
	2 puffs twice a day	15 days
100 Dose	1 puff twice a day	50 days
	2 puffs twice a day	25 days
120 Dose	1 puff daily	120 days
	1 puff twice a day	60 days
	2 puffs daily	60 days
	2 puffs twice a day	30 days
200 Dose	1 puff twice a day	100 days
	2 puffs twice a day	50 days
	2 puffs three times a day	33 days
	2 puffs four times a day	25 days
	1 puff three times a day	66 days
	1 puff four times a day	

Page 7

BMC Prescription SOP V2

Number of issues: Each repeat medication will have a number of issues; this is the number of prescriptions a patient can have prescribed before they need to have a review with a GP. If the medication requested has issues left, continue on this page. If the medication has ran out of issues continue to page 9 as the request does not meet the criteria and will need to be reviewed by the Practice Pharmacist (Ade Williams/Tauheed Ahmed).

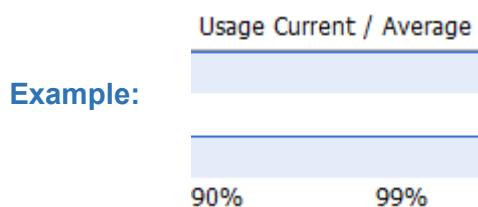
Example of medication with issues left: This shows that the patient has 2 remaining issues till they will need a review.

1 of 3 *Print*

Examples of medication out of issues: This shows that the patient has had 2 issues of his medication and now requires a review in order to have another prescription.

2 of 2 *Print*

Usage percentage: Each one of a patient's medication will have a percentage, this is used to see if a patient is overusing medication, if the medication requested has a percentage less than 200% continue on this page. If the medication has a high percentage over 200% then continue to page 9 as the request does not meet the criteria and will need to be reviewed by the Practice Pharmacist (Ade Williams/Tauheed Ahmed).



Medication review: Each patient will have a review date at the bottom of their medication screen. If this is in the future and is not due, continue on this page. If the review is overdue/expired continue to page 9.

Example: [Regime Review Date](#) 25-Jul-2020 [\(Remove\)](#)

If your prescription request has met the criteria, you will be able to issue the prescription. Continue to next page...

BMC Prescription SOP V2

Issue a prescription- Step-by-step

Step 1: Select requested medication

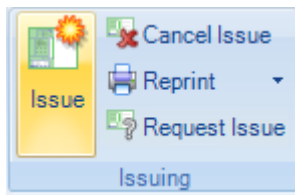
Repeat

A **Paracetamol 500mg capsules** TAKE ONE TO TWO TABLETS AS REQUIRED UP TO 4 TIMES A DAY, 100 capsule

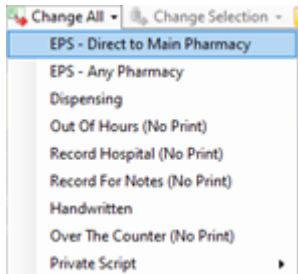
Step 2: Check destination/nominated pharmacy against patients' request

Prescription	Boots
Destination	
Primary	Boots (59 Broadmead, Bristol,
Nomination	Avon, BS1 3EA)

Step 3: Press Issue



Step 4: Change the prescription type to what is being requested (Printed or electronic script) In order to do this- press change all and select the correct type.



Step 5: Change authorising clinician to Practice Pharmacist- Ade Williams (Can also pass to Nurse/GP if no pharmacist working) Click on the 'To be signed by' then find Ade.

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EPS - Direct to Main Pharmacy

To Be Signed By: [DYKES, Christopher \(Dr\)](#)

EPS - Direct to Main Pharmacy

To Be Signed By: [WILLIAMS, Ade \(Mr\)](#)

Step 6: Then press 'Forward and Complete'

Forward and Complete

Cancel

Request Following these steps enables you to successfully issue a prescription. The following step is to document in care history, continue to page 10 g criteria.

Step 1: Select requested medication

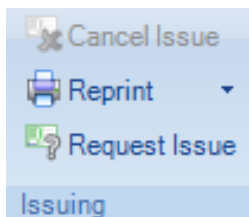
Repeat

A **Paracetamol 500mg capsules** TAKE ONE TO TWO TABLETS AS REQUIRED UP TO 4 TIMES A DAY, 100 capsule

Step 2: Check destination/nominated pharmacy against patients' request

Prescription	Boots
Destination	
Primary Nomination	Boots (59 Broadmead, Bristol, Avon, BS1 3EA)

Step 3: Press request issue



BMC Prescription SOP V2

Step 4: A text box will appear, type who requested the prescription patient/pharmacy and also the reason such as, out of issues, in past medication, on acute.

Then change the request from to Ade Williams (Can also pass to Nurse/GP if no pharmacist working) and then press 'Request Issue'

Request issue

Preparations selected **Paracetamol 500mg capsules**

Query
Boots requesting, is out of issues

Request from WILLIAMS, Ade (Mr)

Urgent

Request issue Cancel

Following these steps enables you to successfully request issue a prescription. The following step is to document in care history, continue to page 10.

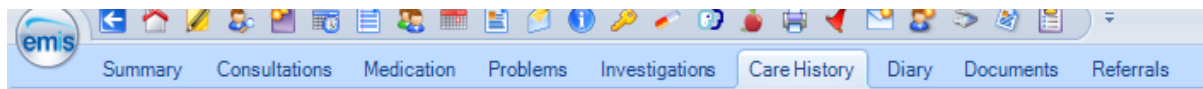
BMC Prescription SOP V2

Documenting in care history

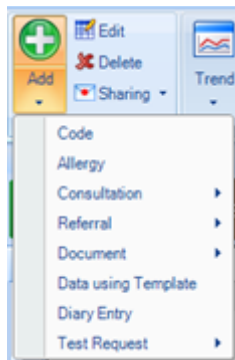
When you issue any prescription you will need to document in the patient's care history. This is used as a way to track the prescription.

Step-by-step:

Step 1: Go to 'Care history' tab in Emis



Step 2: Go to 'Add' then 'Code'



BMC Prescription SOP V2

Step 3: In the search bar type 'prescription' then select 'repeated prescription'

Step 4: Go to the 'descriptive text box' and type the following...

- ✓ Who requested? Patient/Pharmacy
- ✓ How have they requested? Paper/Email
- ✓ Specify if it doesn't meet the criteria- Medication out of issues
- ✓ Who the request has been passed to- Ade
- ✓ Destination- Collect from surgery/pharmacy.

Then press 'OK'

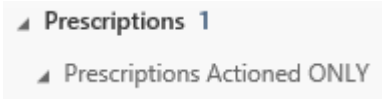
Filing away prescriptions:

Email Scripts:

You will need to reply to the email prescription requests. Reply to email and then copy and paste one of the reply examples (examples are on pages 2&3)

BMC Prescription SOP V2

Once you have replied to emails then file the emails away in the 'Prescriptions actioned' folder in the inbox.



Make sure that all email prescriptions are printed away for filing purposes.

In the back office (Level 2) there are 2 folders on the shelf for prescriptions...

Completed Prescriptions: All completed prescriptions need to be filed in this folder, put a sticky note on top with your name and date (so we can see who actioned the prescriptions)

Pending Prescription requests: If you do not finish all prescription requests, file these away in this pending folder so that the next member of staff can pick up and continue.

Version Control

Date	Version	Author	Change Details
08/05/2020	1.0	Chloe Reed	Megan Joscelyne
27/02/2023	2.0		Megan Joscelyne - Reviewed
08/10/2025	2.0		Megan Joscelyne - Reviewed