

Improving Process between General Practice and Community Pharmacies



**THE PRESCRIPTION AUTHORISATION
PROCESS: A PHARMACY PERSPECTIVE:
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What is the prescription authorisation process



- Prescription requests are processed by receptionists using SYSTMone
- Prescriptions that do not need to be authorised are generated and printed off/ sent digitally to Drs for signing
- Prescription that need to be authorised are sent to Dr for review/re-authorisation
- Doctors sign prescriptions and send them down to reception/ pharmacy

Problems



- Not always efficient
 - Human errors leading to non-authorisation of prescriptions and delays
 - ✦ E.g salbutamol vs salamol
 - Lack of communication when requests aren't filled
- Patients who want prescriptions to be processed on the same day
 - 2-3 working days for prescriptions to be generated

Solutions



- A list of the common drugs prescribed in community for common diseases in their common and generic names
- Repeat dispensing for patients on stable long term conditions
- Improved communication between pharmacy/ surgery/ patients

Repeat dispensing



- Increase patient choice and convenience as their regular prescribed medicines and appliances can be collected directly from a community pharmacy for a period agreed by the prescriber when they need them
- Minimal wastage by reducing the number of medicines and appliances dispensed which are not required by the patient.
- Reduced workload of GP surgeries as they do not have to manage as many repeat prescriptions

Improved communication



- Text message service to alert patients of problems
- Communication between surgery and pharmacy about how processes work.



Thank you for listening.
Any Questions?