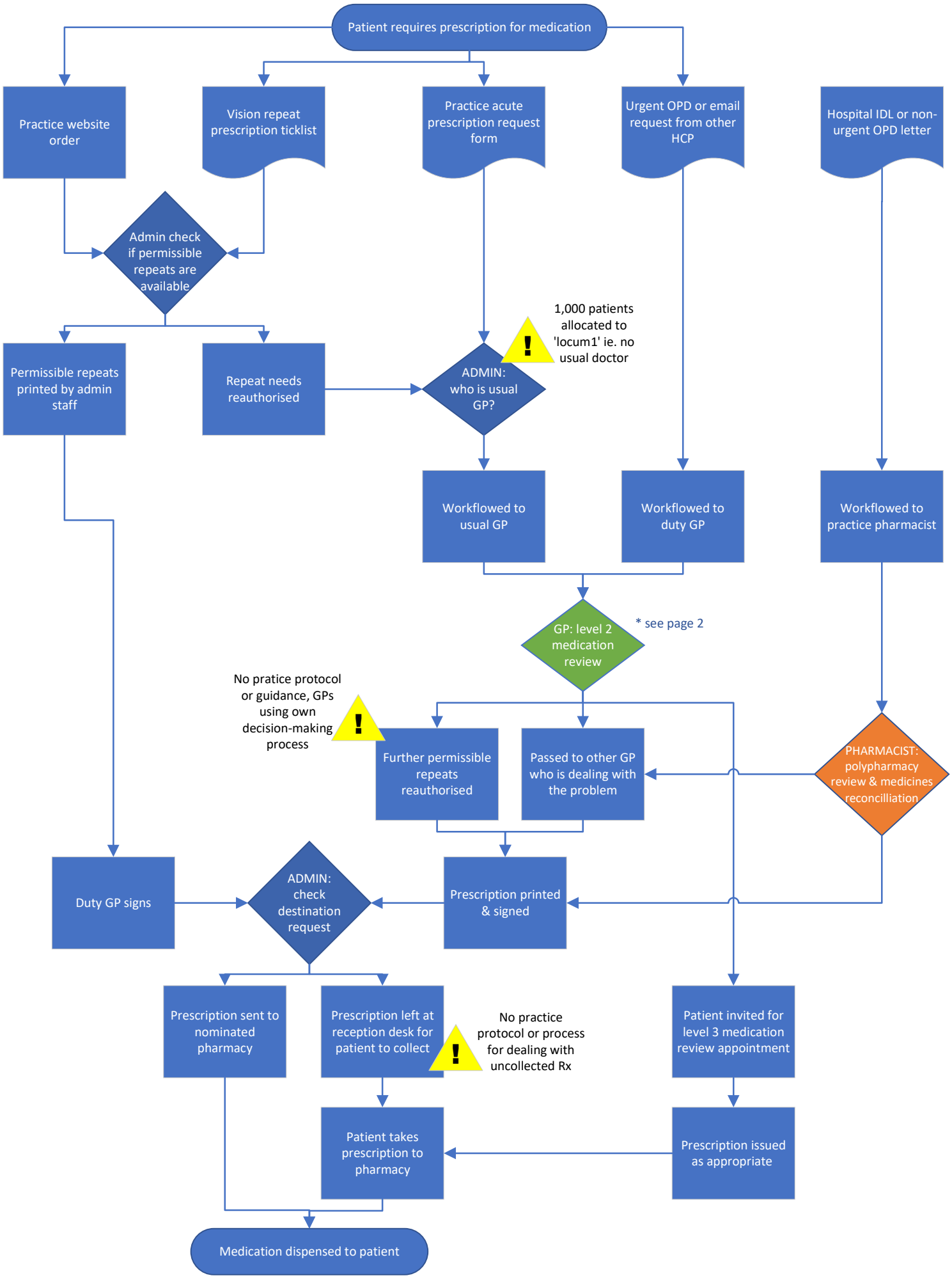
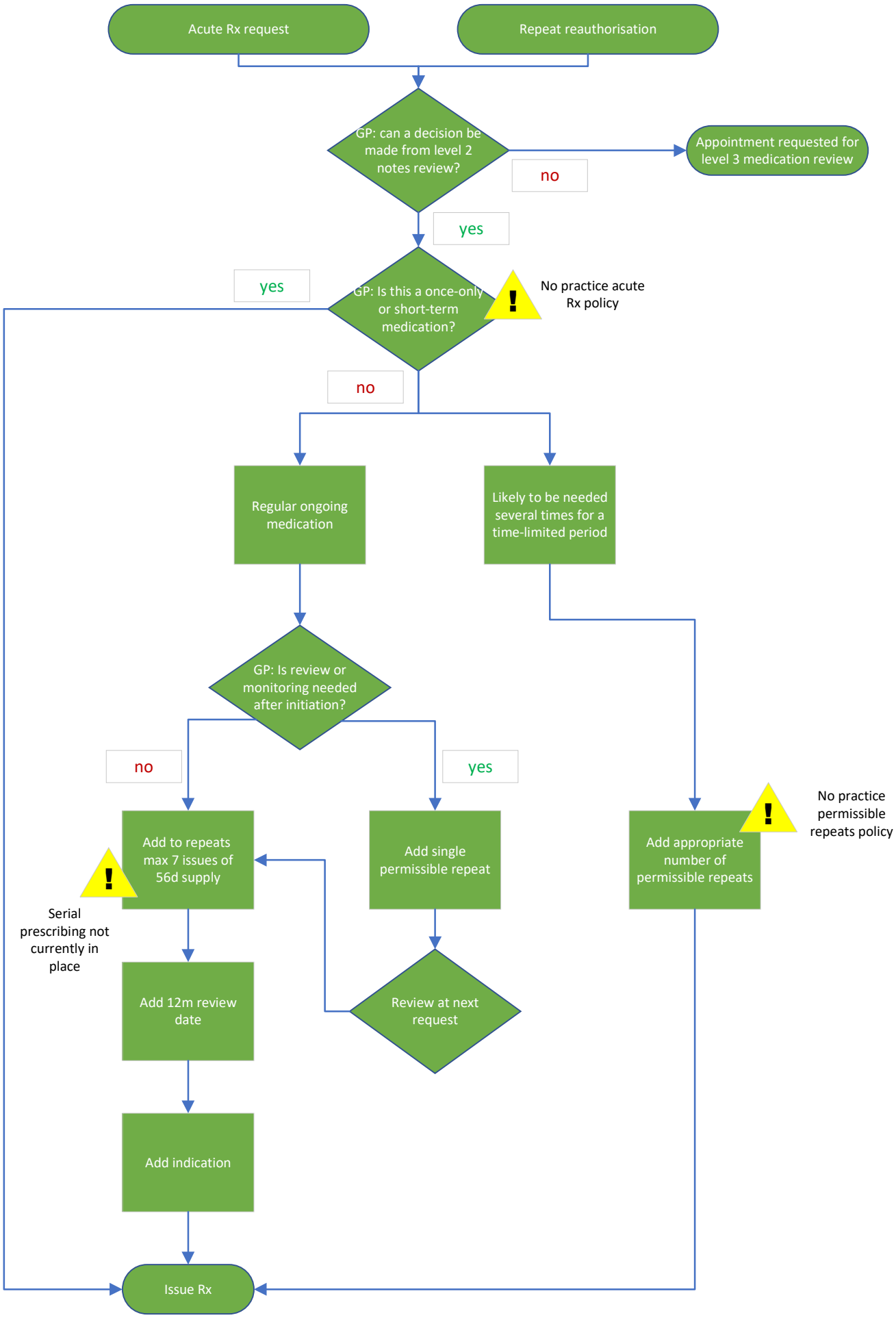

Patient requires prescription for medication
Practice website order
Vision repeat prescription ticklist
Practice acute prescription request form
Urgent OPD or email request from other HCP
Hospital IDL or non-urgent OPD letter
Admin check if permissible repeats are available
Permissible repeats printed by admin staff
Repeat needs reauthorised
ADMIN: who is usual GP?
1,000 patients allocated to 'locum1' ie. no usual doctor
Workflowed to usual GP
Workflowed to duty GP
Workflowed to practice pharmacist
GP: level 2 medication review
* see page 2
No pratice protocol or guidance, GPs using own decision-making process
Further permissible repeats reauthorised
Passed to other GP who is dealing with the problem
PHARMACIST: polypharmacy review & medicines reconcilliation
Duty GP signs
ADMIN: check destination request
Prescription printed & signed
Prescription sent to nominated pharmacy
Prescription left at reception desk for patient to collect
No practice protocol or process for dealing with uncollected Rx
Patient invited for level 3 medication review appointment
Patient takes prescription to pharmacy
Prescription issued as appropriate
Medication dispensed to patient

*GP Process


Acute Rx request
Repeat reauthorisation
GP: can a decision be made from level 2 notes review?
no
Appointment requested for level 3 medication review
yes
GP: Is this a once-only or short-term medication?
yes
No practice acute Rx policy
no
Regular ongoing medication
Likely to be needed several times for a time-limited period
GP: Is review or monitoring needed after initiation?
no
yes
Add to repeats max 7 issues of 56d supply
Serial prescribing not currently in place
Add single permissible repeat
Add appropriate number of permissible repeats
No practice permissible repeats policy
Add 12m review date
Review at next request
Add indication
Issue Rx

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