Serial Prescription Toolkit

Why the toolkit was developed

The Serial Prescription Toolkit has been developed to support primary care services, build resilience and deliver high quality care.

Transferring suitable patients to serial prescriptions ensures medicines-related activity is dealt with by the right member of the pharmacy team, at the right time, safely and efficiently. Effective serial prescriptions can:

- improve practice resilience by reducing GP practice and pharmacy staff workload, and
- enhance patient outcomes and the overall care experience for people, families and staff.

In response to COVID-19, the Pharmacotherapy Level 1 Collaborative worked with a revised focus on serial prescriptions. Between November 2020 and March 2021, collaborative teams from across 53 GP practices in Scotland developed and tested practical guidance and resources to support set-up and implementation of serial prescriptions services.

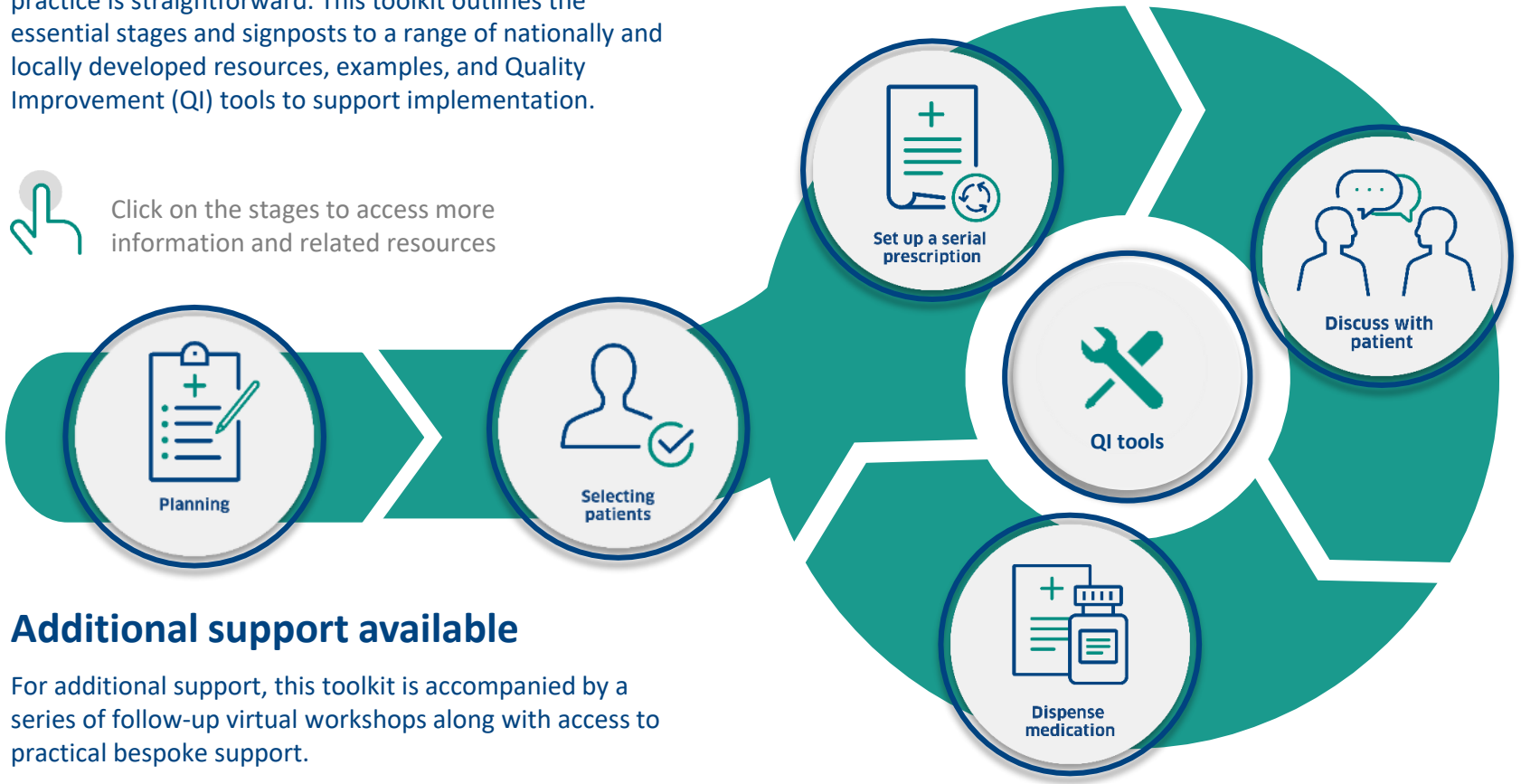
Who the toolkit is for

It is designed to support multidisciplinary practice teams to either set up their serial prescriptions processes or rapidly review existing processes. This toolkit brings together the key processes, resources and insights developed locally and nationally.

How to use the toolkit

Setting up and implementing serial prescriptions in your practice is straightforward. This toolkit outlines the essential stages and signposts to a range of nationally and locally developed resources, examples, and Quality Improvement (QI) tools to support implementation.

Click on the stages to access more information and related resources



Additional support available

For additional support, this toolkit is accompanied by a series of follow-up virtual workshops along with access to practical bespoke support.

For further details about the support available email: his.pcpteam@nhs.scot.

QI tools to support implementation

Quality improvement (QI) methods can enable teams and services to work collaboratively to achieve sustainable improvements in the quality, experience and outcomes of the care they deliver. **Use QI tools to support you in your improvement activity. Process maps are a key tool to use at the beginning.**

NHS Education for Scotland's QI Zone hosts a range of information and resources to support your QI journey. This page signposts to some of the key resources that will help you to set-up or review serial prescription services in your practice safely and effectively.

Click on the image or the blue text to access the resources.

Key

- Guidance
- Tool
- Training



QI Zone resources

- The 6 stages of the quality improvement journey
- Process mapping
- PDSA
- Driver Diagram
- Measurement plan
- NES QI eLearning Modules
  This link will require a log-in to TURAS

Serial Prescriptions Collaborative Resources

- Example Driver Diagram
- Data collection template

Planning

Awareness and understanding of the process for serial prescriptions are fundamental to delivering improved outcomes for the GP practice, community pharmacy and patients. As a practice team you must be ready to implement the changes with regard to culture, resource, staffing and training.

Click on the blue text to access a resource. Please note that **bold** text denotes a key document.

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Purpose	National / HIS resources	Local examples
Awareness promote the benefits of serial prescriptions with your team.	**Benefits and Tips for Introducing Serial Prescriptions** Journey of a Serial Prescription Introduction to Serial Prescriptions for GPs and Practice Staff Administrative Housekeeping Guidance for Vision Cegedim – An Overview of Serial Prescriptions for Vision Practices	EMIS Flowchart for MCR Process (NHS Greater Glasgow and Clyde) Serial Prescriptions Case Study (NHS Greater Glasgow and Clyde)
Readiness assess your team's needs with regard to culture, systems, staffing and training.	Readiness Checklist for Serial Prescriptions **Vision Training Checklist** **EMIS Training Checklist** FAQs for General Practice	Estimated Maximum Inhaler Usage (NHS Greater Glasgow and Clyde)
Implementation agree your team's processes and communication plan.	**GP Practice Quick Guide** **Community Pharmacy Quick Guide** **Serial Prescriptions Shared Care Agreement**	MCR Shared Care Agreement (NHS Grampian) Joint Working Agreement Discussion Points (NHS Grampian)

Selecting patients

Not every prescription can be produced as a serial prescription, and not every patient is eligible for this service. Some exclusions are set by statute, such as schedule 2 to 4 controlled drugs, but others may be more flexible and subject to change over time as your expertise within serial prescriptions improves. As an example you may wish to include 'when required' medicines at a later date.

Click on the blue text to access a resource. Please note that **bold** text denotes a key document.

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Purpose	National / HIS resources	Local examples
Establish criteria agree the prescription types that can be produced as a serial prescription and which patients are and are not eligible.		Inclusion / Exclusion Guidance (NHS Highland)
Identify patients identify suitable patients within the practice – your team and community pharmacist can make suggestions, and you can run electronic practice reports.	**SR01 Running a Search for Suitable Patients in EMIS** **SR04 Running a Search for Suitable Patients in Vision** **SR05 Producing an Serial Prescription in Vision** **Scottish Therapeutics Utility User Guide** **Scottish Therapeutics Utility Installation Guide**	
Screen / clinically review patients screen patients for suitability and forward details to the appropriate staff for clinical review and creation of a serial prescription.	**SR02 Screening a Database Search in EMIS** **SR05 Producing a Serial Prescription in Vision** **Screening tool for EMIS and Vision** (It will require SWAN connection for access) **Level 1 Medical Review Resources Pack**	

Good practice

It is possible that changes in processes may impact negatively on people with specific needs or protected characteristics.

This should be taken into consideration as you select your suitable patients to identify recommendations that mitigate any potential negative impact on specific groups.

Set up a Serial Prescription

Once the screening process has identified a suitable patient, their medicines can be transferred to an serial prescription.

Click on the blue text to access a resource. Please note that **bold** text denotes a key document.

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Purpose	National / HIS resources
Changing records transfer medicines onto a serial prescription.	**SR03 Switching a Repeat Prescription to a Serial Prescription in EMIS** **SR05 Producing a Serial Prescription in Vision** Good Practice Guidance for Prescribing Quantities Cegedim training video – Serial Prescription Overview (for Vision users only) Cegedim training video – Serial Prescription Dispense, TSR, Mail Manager and Re-authorisation (for Vision users only)
	Local examples
Printing and sharing print and sign prescription according to the agreed practice workflow – showing the preferred community pharmacy.	MCR Shared Care Agreement (NHS Grampian) Joint Working Agreement Discussion Points (NHS Grampian)

Good practice

An 8- week dispensing interval on a 56-week prescription should be your preferred option for most patients.

Good practice

Take care to Read Code accurately.

The Serial Prescriptions READ code is 66RE.



Discuss with patient

Key

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- Training

Clear and effective discussions with patients will be key to an efficient transfer from repeat to serial prescriptions. This step may happen at more than one place in the process, depending on the specific purpose of the communication.

Click on the blue text to access a resource. Please note that **bold** text denotes a key document.

Purpose	National / HIS resources	Local examples
Person-centred discussion discuss the potential benefits of transferring medicines onto a serial prescription with the patient.	**Questions to Prompt a Person-centred Discussion** **Person-centred Discussion Checklist**	
Written communication provide a letter / leaflet to the patient informing them of the change.	**Patient Information Leaflet**	Serial Prescription Letter to Patients Patient Information Leaflet (NHS Highland)

Good practice

The Patient Information Leaflet provides a template for discussing with patients the basic changes to the system, and also some reassurance around areas of their care which are unchanged, but may be of concern, such as their ability to see their GP.

When undertaking a large scale move to serial prescriptions, practices should consider at an early stage how to discuss with and inform their patients of these changes.

Dispense Medication

Key
- Guidance
- Tool
- Training

Once the serial prescription arrives at the community pharmacy, one of the pharmacy team will explain how the dispensing process will work for the patient (and agree dual consent). Any questions they may have at this stage will be addressed.

Click on the blue text to access a resource. Please note that **bold** text denotes a key document.

Purpose	National / HIS resources	Local examples
Dispensing the GP practice will receive an electronic notification every time a claim for dispensing is made against the prescription.	FAQs for Community Pharmacy Processing Treatment Summary Reports	Community Pharmacy Quick Guide (NHS Highland) Community Pharmacy Serial Prescriptions Tracker (NHS Highland)
Ongoing management the GP practice will receive a Treatment Summary Report (TSR) on completion that includes a care summary and / or request for a new prescription.	**Track your Prescriptions Tool** (It will require SWAN connection for access)	**Treatment Summary Reports** (NHS Grampian) Managing the TSR Process using Mail Manager (NHS Grampian)

Good practice

A TSR is a key document for communicating clinical information relating to serial prescribed items. It is sent electronically from the pharmacy to the GP practice and includes a care summary and / or a request for the next Serial Prescription. It should be considered as a clinical document rather than a prescription request form.

As TSR's are embedded into existing processes, there is opportunity to use this information to enhance annual medication reviews.

Acknowledgements

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- Falkirk HSCP
- Fife HSCP
- Glasgow City HSCP
- North Lanarkshire HSCP
- South Lanarkshire HSCP
- West Dunbartonshire HSCP

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- NHS Ayrshire & Arran
- NHS Fife
- NHS Greater Glasgow and Clyde
- NHS Grampian
- NHS Highland, and
- NHS Lanarkshire

We would also like to thank all the boards identified throughout the toolkit who have produced local examples of their work for sharing nationally.

You can read and download this document from our website. We are happy to consider requests for other languages or formats. Please contact our Equality and Diversity Advisor on **0141 225 6999** or email **his.contactpublicinvolvement@nhs.scot.**

Healthcare Improvement Scotland

Edinburgh Office
Gyle Square
1 South Gyle Crescent
Edinburgh
EH12 9EB

0131 623 4300

Glasgow Office
Delta House
50 West Nile Street
Glasgow
G1 2NP

0141 225 6999

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