

Electronic Repeat Dispensing (eRD)

A new way to get your regular prescriptions



Electronic Repeat Dispensing (eRD)

If you or someone you care for uses the same appliances regularly, you may be able to benefit from using the NHS Electronic Repeat Dispensing (eRD) service. This means you will not have to re-order or collect your repeat prescriptions from your GP practice every time you need more appliances.

STEP 1

Talk to your GP or the person who prescribes your appliances and ask them if you can use Electronic Repeat Dispensing (eRD). Your prescriber will usually be your doctor or nurse.

If your prescriber thinks that you could use eRD for your regular appliances, they will ask you for permission to share information about your treatment with your Dispensing Appliance Contractor (DAC). This will help your DAC to give your prescriber feedback about your treatment and provide you with useful advice.

Your GP or prescriber will then authorise a number of eRD prescriptions. This will be based on your circumstances and clinical need. These eRD prescriptions will then be supplied by your DAC at regular intervals.

STEP 2

Your Dispensing Appliance Contractor will deliver your first eRD prescription

STEP 3

Each time you are due another prescription to be dispensed, your DAC will contact you and ask you the following questions:

- Are you still using all these items?
- Are there any items on your repeat prescription that you do not need this month?
- Have you been having any problems with your appliances?
- Have you recently started using any new appliances, either on prescription or that you have bought yourself?
- Have you seen any health professionals (e.g. your GP, nurse or hospital doctor) since you had your last repeat prescription?
- Have there been any changes to your health since you got the last prescription?



If you do not need all of the appliances on your prescription, let the DAC staff know, so that they only supply the appliances you need. This will help to reduce waste and save the NHS money.

If you need additional items, before your next prescription, you should contact your prescriber.

STEP 4

When your DAC supplies your final electronic repeat prescription in the series that your GP has authorised, they will advise you to contact your GP practice. Your doctor, practice nurse or other prescriber may want to see you to review your medication before they will authorise more electronic repeat prescriptions.

Benefits for patients

- No need to contact the surgery to reorder at regular intervals unless your condition changes
- Retain regular contact with your dispenser, who is responsible for checking that your circumstances haven't changed since the previous issue of the prescription was collected
- Change nominated dispenser at any time during the duration of the eRD prescription
- If clinically appropriate, you can request the next issue early or obtain more than one prescription, for example when going on holiday