



*Guildford and Waverley  
Clinical Commissioning Group*

**Community Pharmacy**

**Service Specification**

**For**

**Not Dispensed Scheme**

**October 2014**

## 1. Background

1.1 The national audit office stated in 2007 that the NHS in England could save more than £300 million a year by more efficient prescribing.<sup>1</sup> It's estimated that at least £100 million of drugs were returned to the NHS unused. Much of this wastage was due to over prescribing; in Guildford and Waverley alone around £1.25 million of unused or unwanted medication is returned to community pharmacies each year. The Department of Health is confident that £85M could be saved by more systematic prescribing of lower cost generic drugs. Many of the medicine management collaborative set up through the National Prescribing Centre<sup>2 3</sup> developed schemes to tackle the issue of waste medication. In 2005 the Government released statistics to show that 614.8 tonnes of waste medicines were incinerated in 2004-2005.<sup>4</sup> One objective that is an easily measurable marker of wasteful prescribing is the production of a prescription bearing items that the patient does not require. This may be caused by a misunderstanding on the part of any or all of the parties involved in the ordering and production a prescription. This 'Not Dispensed Scheme' will highlight items that are not required by the patient and inform their GP. Currently GPs do not receive any feedback on medicines that have not been dispensed or are returned to the pharmacy unused.<sup>5</sup>

The NHS community pharmacy contractual framework 'Essential service 2' is repeat dispensing; which can also be referred to as batch prescribing.<sup>6</sup> A GP can place a patient into this service and issue batches of repeat prescriptions at one time. The pharmacist is obliged to check with the patient, before dispensing any batch prescription, if all the medication is needed on this occasion. Repeat (batch) dispensing was introduced and funded to reduce waste and to reduce the danger of excess medicines being stored at home. Patients already a part of this repeat (batch) dispensing service will not be able to be a part of the 'Not Dispensed' service.

Prescriptions supplied outside of the repeat (batch) dispensing service, mentioned above, are not subject to checks for items required, (but it is considered best practice). There has been a slow uptake within Guildford & Waverley (G&W) in implementing repeat (batch) dispensing under the NHS essential service 2. The average for the CCG for April to August 2013 (5 months of this financial year) was 5.7% of all items dispensed, hence the need to commission the 'Not Dispensed' service.

The 'Not Dispensed' service will support the NHS in Guildford & Waverley to reduce unnecessary and not required medication thus reducing waste.

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<sup>1</sup> National Audit Office- Prescribing costs in primary care, The Stationary Office, London, May 2007 (<http://www.neo.org.uk/pn/06-07/0607454.htm>)

<sup>2</sup> Eastbourne PCT launches campaign to reduce repeat prescribing waste, Pharmaceutical Journal Vol 270, No 7236 page 218, February 2003

<sup>3</sup> Tombs, Collaborative awards presented at Gala, Pharmaceutical Journal, Prescribing and Medicines Management Page 4, December 2006

<sup>4</sup> 615 tonnes of medicines incinerated in 2004-05, Pharmaceutical Journal, Vol 276 No 7388, February 2006

<sup>5</sup> Macridge A, Marriott J, When medicines are wasted so much is lost: to society as well as patients, Pharmaceutical Journal Vol 272, Page 12, January 2004

<sup>6</sup> <http://psnc.org.uk/services-commissioning/essential-services/>

## 2. Service Description (Appendix 6 Step by Step flow chart)

- 2.1 Any patient, not part of the Essential Service 2, and given a prescription from a Guildford & Waverley practice is eligible to be a part of the 'Not Dispensed Scheme' (See Appendix 5 for list of practices)
- 2.2 The pharmacist will review every prescription **not** part of the Essential service 2 repeat dispensing (batch prescribing) mentioned above in section 1:1); that comes into the pharmacy for dispensing to check its suitability to be a part of the 'Not Dispensed Scheme'
- 2.3 For any prescriptions where the pharmacy oversee on behalf of the patient the re-ordering of regular medicines (managed repeats); a conversation must happen with the patient to confirm which items are required. Only then if items are subsequently not required to be dispensed can they be a part of the 'Not Dispensed Scheme'. **If the initial conversation did not take place then that prescription cannot be included in the 'Not Dispensed Scheme'.**
- 2.4 The pharmacist **must** discuss the prescribed medicine with the patient, or their authorised representatives to identify any item that is not required.
- 2.5 The pharmacist will cross the item(s) through and clearly endorse them on the prescription 'ND' or Not Dispensed' in a manner agreed with the NHS Business Service Authority (see Appendix 2).
- 2.6 If the prescription is collected or sent from the GP surgery in advance of the patient arriving in the pharmacy, and where a conversation has not taken place with the patient, the prescription should still be dispensed. When the prescription is collected by the patient the pharmacist should check if all items are required. Any items which are not required can be returned to stock, marked as 'Not Dispensed' on the prescription and included in the 'Not Dispensed Scheme'.
- 2.7 The pharmacist will notify the prescriber by the appropriate means (telephone or secure email) of any item(s) not dispensed, that have a significant clinical impact for the patient, within 24 hours using the "Not Dispensed Intervention Form" (see Appendix 1)
- 2.8 The pharmacist will notify the prescriber by the appropriate means (telephone or secure email) of any item(s) not dispensed within two working days using the "Not Dispensed Intervention Form" (see Appendix 1)
- 2.9 The pharmacist will notify the prescriber by the appropriate means (telephone or secure email) of any item that is a Special on the same day, and confirm the product is needed.<sup>7</sup>
- 2.10 The pharmacist will offer a medicines use review (MUR) for any patient where there are concerns over how a medicine is being taken; if after the MUR there are still concerns the pharmacist will encourage the patient to return to the GP for further discussions. Appendix 1 should also be sent to the GP by the Pharmacist.

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<sup>7</sup> 'Specials' where possible should be used where there is no other alternative product, or all other alternatives have been tried. Specials are often specifically made to order, have shorter shelf lives, and cannot be returned. As a result they are often more expensive. With the pharmacist confirming with the GP that they still want a special to be supplied, will go some way to help reduce medicines wastage.

### **3. Aim and Intended Service Outcomes**

- 3.1 To reduce the number of unwanted medicines dispensed by not dispensing items not required by the patient.
- 3.2 To reduce negative environmental effects from waste.
- 3.3 To notify the prescriber when an item has not been dispensed.
- 3.4 To promote, support and encourage good prescribing practices.
- 3.5 To highlight over usage of medicines to GPs
- 3.6 To reduce unnecessary prescribing costs.
- 3.7 To note whether the non-supply would be clinically significant

### **4. Inclusion Criteria**

- 4.1 This service should be carried out on all prescriptions from a Guildford & Waverley GP practice presented for dispensing at the pharmacy, **except** those in the NHS Essential 2 repeat dispensing scheme (batch prescribing).

#### **TARGET ITEMS**

##### **Prescribing of Oral Nutritional Supplements (Sip Feeds)**

- 4.2 The pharmacist will confirm all prescribing for oral nutritional supplements with the prescriber who may decide on an alternative regime to supply. In such cases the pharmacist may claim via the Not Dispensed Scheme. This will be explained to the patient, where appropriate.

##### **Excessive Quantities of Steroid Inhalers**

- 4.3 The pharmacist will refer back, to the prescriber, prescriptions for steroid inhalers where more than ONE inhaler has been prescribed. The GP will be requested to re-issue a prescription for one steroid inhaler. This will be explained to the patient, where appropriate. In such cases the pharmacist will be able to claim via the Not Dispensed Scheme.

##### **Red Traffic Light Drug**

- 4.4 Where a pharmacist identifies that a prescribed drug is listed in the Red section of the Red traffic light list they will inform the prescriber within two working days. In such cases the pharmacist may claim via the Not Dispensed Scheme. The Surrey Prescribing Advisory Database (PAD) can be used to ascertain red drugs on the traffic light list.  
<http://pad.res360.net/>

## 5. Exclusions

5.1 NHS Repeat dispensing prescriptions (batch prescribing)

5.2 Managed Repeats where the patient **has not** been contacted prior to the pharmacy ordering the medication from the GP

5.3 Items where the pharmacy has identified it would be cheaper for the patient to obtain it over the counter

## 6. Duty of Pharmacy

6.1 The prescription should only be reviewed through the service if the pharmacist is satisfied of its suitability

6.2 All participating pharmacies will provide a professional consultation service for patients who request it.

6.3 Pharmacists should ensure full patient confidentiality and compliance with data protection procedures

6.4 The pharmacist and support staff must ensure they are familiar with all aspects of the scheme before commencing the service

6.5 The pharmacy staff will ensure that the service is explained to the patient or their representative, either when the prescription is brought into the pharmacy or when the call is made by the pharmacy to the patient to check which medications to order.

- Patients or their representative will be advised that the 'Not Dispensed Scheme will;
  - Help improve health, by only taking medications which are required and are working as intended.
  - Help to reduce medication wastage by not dispensing items that are unused or unwanted
  - Provide a review of medications to ensure patients are using their medication in the intended way

6.6 The Pharmacist must reassure any patient anxious about having an item not dispensed this time that it does not mean it has been removed from their repeat prescription.

6.7 If the medication isn't required, the item will not be dispensed. It will be endorsed 'ND' in a manner agreed with the NHS Business Authority (see Appendix 2).

6.8 Any item 'not dispensed' will be reported to the prescriber (Appendix 1), within 2 working days, with a copy of the amended prescription attached. This will be returned to the surgery when the daily visits are made to them to collect prescriptions; they can also be sent via secure email if this is available.

6.9 Where the pharmacist has identified that not supplying the medication could potentially have a clinical impact on the patient this should be recorded on the Monthly Sheet. (Appendix 4) This may be an opportunity for an MUR which should be identified on the sheet. The 'Not Dispensed Intervention Form' (Appendix 1) should also have been sent to the GP within 24 hours.

6.10 Any significant or adverse events in relation to this scheme should be reported to the Medicines Management Team, where possible within 24 hours.

## 7. Training

- 7.1 There are no specific training requirements for pharmacists; however pharmacists should ensure that they are familiar with the scheme and any support staff be made aware of the scheme and signed off as competent to participate in the scheme.
- 7.2 Advice and Guidance will be available from the Guildford & Waverley CCG Medicines Management Team.

## 8. Monitoring and Evaluation

- 8.1 The scheme shall be subject to on-going evaluation by Guildford & Waverley CCG Medicines Management Team.

## 9. Service Funding and Payment Mechanism

- 9.1 The Pharmacy will be paid according to the following schedule:
- Fee: £7.00 per 'Not Dispensed' item (except Specials)
  - Each Special 'Not Dispensed' will attract a fee of £10
- 9.2 For pharmacy managed repeat prescriptions the fee of £7.00 will only be paid if the patient has been contacted prior to ordering their prescription to ascertain if all medications are required.
- 9.3 The Special fee will only be paid if it has been confirmed with the patient or the doctor, at the point of request, that the item is not needed. Once the item has been ordered from the supplier then the fee will not be paid.
- 9.4 The pharmacy will be paid for a single item 'Not Dispensed' to the same patient up to a maximum of 2 consecutive months.
- 9.5 Payment is dependent on adherence with clause 2.5
- 9.6 The monthly sheet (Appendix 4) should be submitted to Guildford & Waverley CCG Medicines Management Team by 5<sup>th</sup> of the month to enable prompt payment. Forms should be submitted to:
- Olivia Shaw, Medicines Management Technician, Guildford & Waverley CCG, Dominion House, Woodbridge Road, Guildford, Surrey, GU1 4PU or emailed to [o.shaw@nhs.net](mailto:o.shaw@nhs.net)**
- 9.7 A copy of all 'Not Dispensed' intervention forms will be kept in a file by the pharmacy for a minimum retention period of two years. A copy of the prescription should also be attached after the amendment has been made.
- 9.8 A post payment verification check may be required

## 10. Role of Guildford & Waverley CCG

- 10.1 Overall responsibility for co-ordinating and managing the project
- 10.2 Audit of effectiveness of Service Specification

10.3 Spot check calls and visits to ensure forms are being sent to GP's, and patients are being contacted

10.4 Monitoring of safety, risk management and significant events

10.5 Offering advice & guidance on the project

10.6 A Summary & Invoice Sheet (Appendix 3) will be completed by a member of the CCG team handling the ND Scheme.

10.7 Ensuring all claim forms are dispatched to the CCG Finance Team promptly

## **11. Clinical Governance**

11.1 Pharmacies providing the service will comply with the national clinical governance requirements as described in the National Health Service Pharmacy Regulations 2005. This covers such areas as:

- Patient and public involvement
- Clinical audit; Risk management
- Staffing and staff management; Education
- Training and personal development
- The use of information to support healthcare delivery
- Critical incident reporting and risk reduction
- SOPs will be put in place to support this service

## **12. Confidentiality**

12.1 Clients are entitled to expect that the information about themselves, which a pharmacist learns during the course of a consultation and treatment, will remain confidential.

12.2 Pharmacists and their staff must respect this duty of confidentiality and information must not be disclosed to a third party without the patient's consent.

Appendix 1

**Not Dispensed Intervention Form**



Dear Dr \_\_\_\_\_

Today I reviewed a prescription for one of your patients and an item from their prescription was not dispensed.

Patients Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Prescription Dated: \_\_\_\_\_

Copy of Prescription Attached Yes / No (please delete appropriate)

Item Not Dispensed (ND)	Reason	Times ND 1 <sup>st</sup> /2 <sup>nd</sup> /#	Information for GP

**# Although prescribed, this item for this patient has “not been dispensed” for the last 2 months**

Pharmacists Name: \_\_\_\_\_ (please print)

Pharmacist’s Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Important Note: The pharmacy should retain a copy of this Intervention Form**

## Appendix 2 Prescription Endorsements

Pharmacy Stamp		Age 1yr 3mths	Title, Forename, Surname & Address Master Peter Patient
		D.o.B 2/4/2010	Flat 1 50 Stanhope Street Newtown TE22 1ST
<i>Please don't stamp over age box</i>			
Number of days' treatment N.B. Ensure dose is stated		5	
Endorsements	Amoxicillin oral suspension 125mg/5ml sugar-free 125mg three times daily Supply 100ml [No more items on this prescription]		ND ←
Signature of Prescriber		Date	
		02/07/11	
For dispenser No. of Prescns. on form	Anyborough Health Authority Dr D O Good 345543 7 High Street Anytown KB1 CD2 Tel: 0111 222 333		
	FP10NC0105		

Note that the endorsement is level with the 'Not Dispensed' Item (Amoxicillin) and is within the body of the prescription.

### Prescription Endorsement

The item(s) not being supplied should be crossed through and be clearly endorsed as 'Not Dispensed' or 'ND'.

Such endorsements must be on the same level as the item(s) and be in the main body of the prescription. Not in the endorsement Column.



Appendix 3

Not Dispensed Item Summary and Invoice Sheet

Month: \_\_\_\_\_

Pharmacy Name: \_\_\_\_\_

<b>Total Number of Non-Special Items Not Dispensed</b>	
<b>Total Number of Special Items Not Dispensed</b>	

<b>Total to Pay</b> Non-Special Items = £7    Special Items = £10	
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Form Completed by (please print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



Appendix 4

Pharmacy Stamp

**Not Dispensed Scheme (Monthly Sheet)**

Please send these claim forms to: Olivia Shaw, Guildford & Waverley CCG, 3<sup>rd</sup> Floor, Dominion House, Woodbridge Road Guildford, Surrey, GU1 4PU. Or email to [o.shaw@nhs.net](mailto:o.shaw@nhs.net) (by the 5<sup>th</sup> of the month)

Initials:

Month: \_\_\_\_\_

	Date of Prescription	GP Name & Practice	Name, Formulation and Strength of Drug Not Dispensed	Special	Quantity	Was this Clinically significant? (✓ / x / MUR)	GP informed (✓ / x)
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

## **Appendix 5**

### **Guildford & Waverley Practices eligible to participate in the Not Dispensed Scheme**

Austen Road Surgery – 1 Austen Road, Guildford, Surrey, GU1 3NW; 01483564578

Binscombe Medical Centre – 106, Binscombe Lane, Godalming, Surrey, GU7 3PR; 01483 415115

Chiddingfold Surgery – Ridgley Road, Chiddingfold, Surrey, GU8 4QP; 01428 683174

Cranleigh Health Centre – 18 High Street, Cranleigh, Surrey, GU6 8AE; 01483 204760

Dapdune House Surgery – Wharf Road, Guildford, Surrey, GU1 4RP; 01483 400200 or 400227

The Horsley Medical Centre – Kingston Avenue, East Horsley, Surrey, KT24 6QT; 01483 284151

Fairlands Medical Centre – Fairlands Avenue, Worplesdon, Surrey, GU3 3NA; 01483 594250 or 594268

Grayshott Surgery – Boundary Road, Hindhead, Surrey, GU26 6TX; 01428 604343

Guildowns Group Practice – The Oaks, Applegarth Avenue, Park Barn, Guildford, Surrey, GU2 8LZ; 01483 409309

Haslemere Health Centre – Church Lane, Haslemere, Surrey, GU27 2BQ; 01483 783000

The Guildford Rivers Practice – Chapel Lane, Milford, Surrey, GU8 5HU; 01483 415885

Marrow Park Surgery – Kingfisher Drive, Marrow, Guildford, Surrey, GU4 7EP; 01483 503331

New Inn Surgery – 202 London Road, Burpham, Guildford, Surrey, GU4 7JS; 01483 301091

Shere Surgery – Gomshall Lane, Shere, Guildford, Surrey, GU5 9DR; 01483 202066 or 209999

Springfield Surgery – Springfield, Elstead, Godalming, Surrey, GU8 6EG; 01483 703122

St Luke's Surgery – Warren Road, Guildford, Surrey, GU1 3JH; 01483 510030

The Mill Medical Practice – Catteshall Mill, Catteshall Road, Godalming, Surrey, GU7 1JW; 01483 239903

Villages Medical Centre – Send Barns Lane, Send, Surrey, GU23 7BP; 01483 226330

Witley Surgery – Wheeler Lane, Witley, Surrey, GU8 5QR; 01428 682218

Wonersh Surgery – The Street, Wonersh, Guildford, Surrey, GU5 0PE; 01483 898123

Woodbridge Hill Surgery – 1 Deerbarn Road, Guildford, Surrey, GU2 8YB; 01483 573194

**Appendix 6**

**Not Dispensed Scheme Step by Step Flow Chart**

