



Primary Care Shared Connection

April 2024

Electronic Prescribing Service (Cancellations)

The ICB supports practices by analysing themes from Significant Events. On some occasions, themes or single events are identified that require prompt sharing to all Primary Care practices to enable learning.

Particular Interest

All Staff Practice Managers GP's Nursing AHP Clerical Other

Summary

Electronic Prescription Service Cancellation of Prescriptions: a reminder to contact the nominated pharmacy.

There have been several incidents logged on the Learn From Patient Safety Events platform (LFPSE) - a national patient safety reporting system (Datix or Quasar in use within some areas), regarding duplication of electronic prescriptions being issued by community pharmacies despite being cancelled by a clinician or member of the practice staff. This has been due to Cancellation Rejection messages not being followed up as per practices processes.

Impact

- Duplication of medication received by patient
- Incorrect medication and/or dose received by patient

Identified learning

- When cancelling an Electronic Prescription, it is imperative to ensure that the cancellation has been made and the pharmacy are aware. This may require contact being made with the pharmacy directly to ensure cancellation.
- If a cancellation cannot be made, the 'Cancellation rejection' message will show on the Prescribing System (yellow alert for EMIS, white & blue alert for TPP). This indicates that the prescription sent to the nominated pharmacy has not been cancelled and may then be dispensed by the relevant pharmacy- resulting in duplication or incorrect medication/doses

Suggested actions

- When a Cancellation Rejection message is received, please contact the nominated pharmacy to request that they do not continue with the relevant prescription and ask that it is returned to the Spine. This is particularly important for the On-line Pharmacies who refresh their EPS prescription page regularly. This *must* be done before issuing another prescription
- Practice Staff should use the Prescription Tracker to track what is happening with a prescription and what stage of the process it is at.

For further information and support contact:

[NHS England » Electronic prescription service \(EPS\)](#) – useful for refreshing knowledge.

ICB Medicines Optimisation Team contact details

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