

Medicines Safety Alert

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To: All GPs
Practice Managers and reception staff

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Dear Colleague

RE: Issuing duplicate prescriptions e.g. same item(s) on same date. That is, an identical replacement for a lost or damaged prescription intended to replace the original prescription.

Issuing duplicate prescriptions should be kept to a minimum and should occur in exceptional circumstances only. Where it may be necessary and appropriate to issue a duplicate prescription, for example where the original form is lost, damaged, defaced etc. it should be done as a REPRINT and not as a REISSUE.

All staff should be made aware of the agreed process for managing requests for duplicate prescriptions. It is important to remember that issuing of duplicate prescriptions can affect patient safety.

In the case where a prescription appears to have been printed off but is not in the "prescription collection" box, a thorough search should be carried out in GP consultation rooms, offices etc. and a check made if the prescription has already been collected (by patient, patient representative or local pharmacy). Only when all of these have been exhausted should the prescription be reprinted.

In all cases the reason for a duplicate being issued should be documented in the patient's notes. Consideration should be given to adding this reason to the duplicate form. The prescription form should be annotated clearly that it is a "Duplicate". It is important to note if continual requests are made for the same patient or repeated requests by the same person.

Recommended Actions:

- Carry out a risk assessment of how your practice addresses the issue of duplicate prescriptions to ensure that the associated risk is minimized.
- Agree and implement a process for your practice for managing requests for duplicate prescriptions. Acute and repeat prescribing protocols should be updated to include this process.

If you have any further queries please do not hesitate to contact your Medicines Management Adviser.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Joe Brogan', written in a cursive style.

J Brogan

Mr Joe Brogan
Asst Director Integrated Care
Pharmacy and Medicines Management

