

REPEAT DISPENSING INTERVENTIONS

Please Note:

1. The intervention code is 97001/1. This code must always be coded over 1 and only used once on a Batch Issue relating to the intervention
2. Intervention fees can only be claimed in instances where the community pharmacist has had to contact the patient's prescriber
3. Intervention fees can only be claimed on the Batch Issue that has highlighted the intervention type. You must not code any subsequent Batch Issue for this same intervention type

INTERVENTION TYPE	EXAMPLE	Process
Compliance Problem	If a patient requests a Batch Issue (RD) to be dispensed early or late on one or more occasion, or if during consultation with the patient, it becomes apparent that the patient may not be compliant	<ul style="list-style-type: none"> ■ Contact patient's GP and complete the Repeat Dispensing communication proforma ■ Claim intervention fee by endorsing the Batch Issue (RD) 97001/1 once at the top of the right hand coding column
Erratic Collection	If it becomes apparent from checking the patient's PMR that the patient is not collecting their Batch Issues (RD) at the defined number of days	<ul style="list-style-type: none"> ■ Contact patient's GP and complete the Repeat Dispensing communication proforma ■ Claim intervention fee by endorsing the Batch Issue (RD) 97001/1 once at the top of the right hand coding column
Side-effect of Medication	During consultation with patient, it may become apparent that the patient may be suffering from a side effect from one or more of their medicines (prescribed or OTC)	<ul style="list-style-type: none"> ■ Contact patient's GP and complete the Repeat Dispensing communication proforma ■ Claim intervention fee by endorsing the Batch Issue (RD) 97001/1 once at the top of the right hand coding column
Distressing Symptoms	During consultation with patient, if the patients complains of a new symptom, not previously experienced	<ul style="list-style-type: none"> ■ Contact patient's GP and complete the Repeat Dispensing communication proforma ■ Claim intervention fee by endorsing the Batch Issue (RD) 97001/1 once at the top of the right hand coding column
Adverse Drug Reaction	During consultation with patient, if you suspect that an adverse reaction may be related to a medicine or a combination of medicines or herbal remedies	<ul style="list-style-type: none"> ■ Contact patient's GP and complete the Repeat Dispensing communication proforma ■ If appropriate fill in Yellow Card in BNF ■ Claim intervention fee by endorsing the Batch Issue (RD) 97001/1 once at the top of the right hand coding column

REPEAT DISPENSING INTERVENTIONS CONTINUED

INTERVENTION TYPE	EXAMPLE	Process
Change in Dose or Dose Query	During consultation with patient, if the patient informs you that the dose they are taking, differs from that stated on the Repeatable Prescription (RA) and Batch Issues (RD)	<ul style="list-style-type: none"> ■ Contact patient's GP and complete the Repeat Dispensing communication proforma ■ Claim intervention fee by endorsing the Batch Issue (RD) 97001/1 once at the top of the right hand coding column
Medication Change / Added / Discontinued	During consultation with patient, if the patient informs you that their medication has been changed or discontinued or a new medication has been added for example following a hospital appointment	<ul style="list-style-type: none"> ■ Contact patient's GP and complete the Repeat Dispensing communication proforma ■ Claim intervention fee by endorsing the Batch Issue (RD) 97001/1 once at the top of the right hand coding column
Other Synchronisation of Medicines when a patient starts Repeat Dispensing for the first time	During consultation with patient, the pharmacist should ascertain what medicines the patient already has at home, before dispensing new supplies thus reducing wastage	<ul style="list-style-type: none"> ■ If a lesser quantity of any medicine is dispensed, from that prescribed on the Batch Issue (RD) the pharmacist must code over the actual quantity dispensed ■ To claim the intervention fee endorse the Batch Issue (RD) 97001/1 once at the top of the right hand coding column
Medicines Not Dispensed at the request of a patient	During consultation the pharmacist may ascertain that the patient does not require a medicine and if this has not been identified as a compliance issue	<ul style="list-style-type: none"> ■ If any medicine is not dispensed, the pharmacist must code the item ND ■ To claim the 'medicines not dispensed' intervention fee, endorse the Batch Issue (RD) 97002/1 once at the top of the right hand coding column
Dose Optimisation – the reduction in the number of dosage units	<p>During consultation with the patient, the pharmacist identifies an area for potential dose optimisation and ascertains if the amendment would be beneficial to the patient</p> <p>e.g. a patient taking 2 x 10mg tablets per dose which may be replaced by 1 x 20mg tablet</p>	<ul style="list-style-type: none"> ■ Contact the patient's GP before dispensing the first Batch Issue (RD) to inform the practice of the recommendation ■ If the GP accepts the recommendation then a new Repeatable Prescription (RA) and set of Batch Issues (RD) must be issued ■ To claim the intervention fee endorse the Batch Issue (RD) 97001/1 once at the top of the right hand coding column