

Please contact: Access to Information Team

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05 September 2022

Dear ~~ung,~~

**Re: Your request for information under the Freedom of Information Act 2000**  
**Ref no: FOI-2507-LSC**

Thank you for your request dated 17 August 2022.

We can confirm that the ICB does hold the information you requested.

Please find our response to your questions below:

<p>Q1</p>	<p>Your Question:</p> <p>We understand that it was the Morecambe Bay CCG that stopped pharmacies from reordering prescriptions on behalf of people who required repeated medication.</p> <p>Would it be possible to answer the following queries under FOI laws?:</p> <p>- What are the reasons for this service to be scrapped?</p> <hr/> <p>Our Response:</p> <p><b>NHS Morecambe Bay CCG did not stop pharmacies from reordering prescriptions but invested in a pharmacy technician to review the repeat prescribing process in GP practices. It was at the GP practice discretion if they wished to undertake this review. This process included empowering patients that have the mental capacity to order the medication directly via the GP practice to do so.</b></p> <p><b>There is a conflict between the pharmacists ordering medication that may not be needed by the patient (e.g medicines that have recently been stopped) or when required medication that is occasionally used as payments to pharmacies are based on payment for items that the pharmacy dispenses (cost on medication plus a dispensing fee). There was also an opportunity to improve the ordering system in GP practices by utilising digital technology (such as mobile phone apps)</b></p>
<p>Q2</p>	<p>Your Question:</p> <p>How much was saved after the removal of this service?</p> <hr/> <p>Our Response:</p> <p><b>It is predicted that empowering those that can to order their medication could have saved approximately £1.7million between the financial years of 2019 and 2023.</b></p>

Q3	<p>Your Question:</p> <p>Was it taken into account that it could cause people with Mental Health issues to forget to order their medication and possibly affect their mental health more and create an unnessercary threat to life?</p> <p>Our Response:</p> <p><b>Yes. Pharmacies ordering on a patient's behalf can still do so if the patient was classed as being vulnerable or needing support.</b></p>
Q4	<p>Your Question:</p> <p>Was it taken into consideration that patients with "stockpiles of medication" were actually forgetting to take it rather than ordering too much?</p> <p>Our Response:</p> <p><b>This was not taken into consideration during this particular review. However patients that are on repeat medication should have a regular review conducted by a prescriber at the GP practice. This is an opportunity for the clinician and patient to explore if a patient is compliant to avoid stockpiling.</b></p>
Q5	<p>Your Question:</p> <p>Please provide a copy of the report made before the desicion was made to restrict pharmacies from renewing.</p> <p>Our Response:</p> <p><b>Not applicable. As stated in the answer to question 1, NHS Morecambe Bay CCG did not stop pharmacies from reordering prescriptions.</b></p>
Q6	<p>Your Question:</p> <p>Are pharmacies still allowed to order for certain mental health illnesses such as dementure?</p> <p>Our Response:</p> <p><b>Yes. As per question 3.</b></p>
Q7	<p>Your Question:</p> <p>Why do doctors surgeries no longer automatically renew prescriptions on behalf of patients as they (their systems) will be aware that the patient is or isn't allowed a repeat prescription?</p> <p>Our Response:</p> <p><b>There is not the current capability for GP systems to do this. It is good and safe practice for each prescription to be screened and signed for by a prescriber to ensure it is appropriate for the patient.</b></p> <p><b>There is an electronic repeat dispensing service that exists between GP practices and community pharmacies, this is known as electronic repeat dispensing (eRD). It is suitable for those patients that are stable on their repeat prescriptions as they can</b></p>

<p><b>be issued on a monthly basis or more regularly at the discretion of the dispensing pharmacist.</b></p>
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<p><b>eRD is also being promoted locally for health care professionals to select suitable patients for this service.</b></p>
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### **Right of Appeal**

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within two calendar months from the date this response was issued.

### **To request an internal review**

You can request this by contacting the FOI team by email at [MLCSU.FOITeam@nhs.net](mailto:MLCSU.FOITeam@nhs.net) or by post to Jubilee House, Lancashire Business Park, Leyland, PR26 6TR, specifying why you require a review.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the CCGs FOI complaints procedure. The ICO can be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF  
[www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely

**On behalf of Kevin Lavery  
ICB Chief Executive**