

Guidelines for Managing Prescribing and Supply of Appliances

Initiation by a Healthcare Professional:

- Patients seen by a Specialist may require initiating on new products and the GP practice will be responsible for ongoing prescription and supply. The nurse who recommends such products should:
 - Select and initiate the most appropriate product for treatment/management from the relevant formulary and ensure the patient is stabilised.
 - At the transfer of prescribing to the GP, communicate full information on product name, codes, expected monthly usage and likely duration of treatment.
 - Provide information on back-up and ongoing support for the patient and when the patient will next be reviewed. NB Stoma nurses do not 'discharge' patients and are always available for support to patients or GP practices.
 - Provide information to the patient on all available options for ongoing supply.

Dispensing

- A patient can choose to have his/her prescription for an appliance dispensed via one of three routes:
 - Community Pharmacy
 - Dispensing Appliance Contractor (DAC)
 - Dispensing Doctor
- **All requests for prescriptions must go directly to the GP Practice, and should be initiated only by the patient/carer or Healthcare Professional.**
- Suppliers* must not initiate supply before a signed prescription is available

Patient/carer responsibilities:

- Report to the specialist nurse or GP if understanding of treatment is not clear
- Report any problems with treatment to specialist nurse or GP
- Only order products that are due and essential
- Order at least 7 working days in advance of requiring the products, and only order via the GP surgery

Supplier* Responsibilities

- Provide details of patient's authorisation for company to request and supply items on patient's behalf
- Keep records that demonstrate that the patient requested every item ordered before each supply
- Ensure duplicate prescriptions are not requested and if received are returned to the GP
- Prescriptions must be obtained PRIOR to delivery of items. If the supplier delivers items prior to receipt of prescription, they risk not obtaining a prescription to cover that supply if the item is not considered necessary / appropriate
- Receive and process prescriptions and arrange delivery as agreed with patient.

* Suppliers – refers to Dispensing Appliance Contractor, Community Pharmacy or Dispensing Doctor

GP Practice Responsibilities

- **Whichever route the patient chooses, it is the responsibility of the Practice to ensure the following:**
- Where possible, agree a **named person** at the surgery for managing requests for appliance prescriptions
- For all prescriptions for appliances, check they have been recommended by a healthcare professional e.g. Consultant or Specialist Nurse, and not by a Manufacturer or Dispensing Appliance Contractor
- For all prescriptions, check the request is initiated by the patient (as a direct patient request or as indicated in the request letter)
- For **Nutrition products**, follow the guidelines 'A guide to managing requests for oral nutrition supplements' <https://prescribing.wiltshireccg.nhs.uk/?wpdmdl=81>
- If the request is for a PEG feed, refer to the local dietetic services for advice.
- For **Stoma Appliances**, follow the guidelines in 'NHS Wiltshire CCG Prescribing Stoma Appliances' <https://prescribing.wiltshireccg.nhs.uk/?wpdmdl=650>
- Ensure the items are now due and check the requested quantities against the guidelines. Any 'over-ordering' should be flagged to the GP or stoma nurse and reviewed with the patient/carer
- For **Continence Appliances**, check the products are listed in the latest edition of the Continence Formulary <https://prescribing.wiltshireccg.nhs.uk/?wpdmdl=12>
 - No - refer back to the relevant clinician who requested the prescription.
 - Yes - check the items are now due and check the requested quantities against the guidelines. Any 'over-ordering' should be flagged to the GP and reviewed with the patient/carer
- If using a Dispensing Appliance Contractor (DAC), agree a named contact at the DAC and the process for providing a prescription i.e. leadtime to supply prescription, post or fax etc.
- Keep a record of prescriptions posted to the DAC
- **Do not supply duplicate prescriptions** at the request of the DAC or supplier
- If the patient is in hospital, their supply should be provided by the acute trust and therefore deliveries should not be necessary
- Document any communication from Healthcare Professionals regarding use of appliances in the patient record i.e. scan in any letters or patient reviews from specialist nurses
 - Ensure any discontinued products are removed from the current medication list
 - Document any relevant information from the DAC in the patient record e.g. when setting up the supply.
 - Routine orders do not need to be scanned into the patient record
- Prescriptions for appliances should be issued on a separate prescription form to the rest of a patient's medication to avoid dispensing problems
 - The patient's repeat medication list should NOT be sent to a DAC without patient consent.

No appliances should be supplied to a patient without a signed prescription except in an emergency situation at the request of a patient/carer or specialist/specialist nurse.

Retrospective /duplicate prescriptions will not be issued.

GP Practices / Prescription Clerks - Please contact NHS Wiltshire CCG Medicines Management team on 01380 733881 or via prescribingwiltshire@nhs.net if you receive any inappropriate product requests.