

<b>EPS Release 2</b>	
<b>Dispensing Token Plan</b>	
<b>Version 1 12/01/11</b>	<b>Taken to Project Board 25/01/11</b>
<b>Version 2 14/03/2011</b>	<b>Taken to operational Group 15/03/2011</b>
<b>Version 3 23/03/2011</b>	<b>Final draft</b>
<b>Version 4 May 2011</b>	<b>Final</b>

## **Dispensing Token Distribution Plan**

### **Purpose**

The purpose of the Dispensing Token Distribution Plan is to document how the PCT will order and distribute the new FP10DT dispensing token stationery to pharmacies and dispensing appliance contractors.

The plan also covers how dispensing contractors can order and re-order dispensing tokens.

### **Scope of Dispensing Token Distribution Plan**

This plan is aimed at supporting primary care contractors with access to an EPS Release 2 compliant dispensing system.

The key stakeholders in the dispensing token process and therefore impacted by this Dispensing Token Distribution Plan are:

- PCT staff specifically Primary Care and Medicines Management
- PPSA staff, specifically the Facilities team
- dispensing contractors and their staff.
- LPC

### **Governance**

#### **Development of the plan**

This plan has been developed by the Dispensing Token lead for the EPS2 Project with input from key stakeholders. The plan has been reviewed and signed off by the EPS Project Board.

#### **Evaluation and review**

This plan will be reviewed and evaluated as part of the implementation process and thereafter yearly or more frequently as dictated by organisational change and any changes will be approved by the EPS Project Board.

#### **Document control**

This plan is only valid on the day it was printed; the latest version will be available on the PCT's website, [www.portsmouth.nhs.uk](http://www.portsmouth.nhs.uk).

## **Background information**

### **Prescription and Dispensing Token Information**

Paper copies of electronic prescriptions are called 'tokens'. They act as a hard copy of the details contained within the electronic prescription. There are two types of token; known as 'prescription tokens' and 'dispensing tokens'.

### **Prescription Tokens**

Prescription tokens are printed at the GP practice on FP10 paper, prescription forms and feature a barcode. The main difference between a prescription token and a bar-coded FP10 prescription form is that the prescription token is not signed by the prescriber – instead, standard text will be printed in the signature box to prevent the prescriber from signing it.

Scanning the barcode on the prescription token will enable any Release 2 enabled dispenser to retrieve the electronic prescription.

A prescription token must not be manually amended in any way. If a prescriber wishes to amend what they have prescribed, the original electronic prescription must be cancelled (where possible) and a new prescription issued.

If the electronic prescription has been sent to a nominated dispensing contractor, the name and address of the nominated dispensing contractor will be printed on the right hand side of the prescription token. This will help to ensure the patient always knows who they have nominated.

A prescription token must accompany an electronic prescription in the following situations:

- in the longer term when a patient has not nominated a dispensing contractor  
(initially patients will not be able to have electronic prescriptions unless they have nominated)
- at the start of a repeat dispensing regime
- where clinical information needs to be communicated to the patient
- at a patient's request
- if the prescriber deems it necessary to do so.

## Dispensing Tokens

For community pharmacies and dispensing appliance contractors EPS Release 2 may require the printing of a dispensing token (FP10DT). The token is similar to the green standard prescription form (FP10SS) but is printed on white paper and is simply a copy of the prescription details, they should never be signed. An example of a dispensing token can be found in appendix 1.

A dispensing token may be required in the following situations (when a prescription token was not issued):

- when the patient needs to sign for payment/exemption declaration purposes
- when a patient needs to go to a different dispensing contractor to collect their medication, their nominated dispensing contractor can return the prescription to the EPS and provide the patient with a dispensing token to hand in at the other dispensing contractor
- when clinical information needs to be communicated to the patient that would have traditionally been placed on the right hand side of the prescription (this information will form part of the electronic prescription message from prescriber to dispenser)
- at the patient's request.

The information on the left-hand-side of the dispensing token is exactly the same as that featured on a prescription token. The right-hand-side of the dispensing token, retained by the patient, contains information included in the original prescription message from the prescriber. Information in the prescription message can include:

- the patient's medication list from their prescriber
- the number of times the medication can be reordered from the prescriber without a medication review
- clinical messages from the prescriber to the patient
- medication review date.

Dispensing tokens are classed as a non secure item. They do not contain any of the security features that an NHS prescription has, for example there is no UV marker or serial number.

Dispensing tokens should be treated in the same way as other non secure stock items, they do not need to be securely stored or locked away in the same way as FP10 prescriptions.

## **PCT Ordering Process for Dispensing Tokens**

The Hampshire & Isle of Wight Practitioner and Patient Services Agency (PPSA), on behalf of NHS Portsmouth, will order and pay for dispensing tokens (FP10DT) using the NHS forms ordering point following their standard procedure (NB: FP10DTs are now included in the catalogue)

The PPSA's process to order dispensing tokens follows NHS guidance for managing controlled stationery.

## **PCT Distribution Process for Dispensing Tokens**

Existing delivery processes exist in the PCT to provide regular deliveries of a variety of stationery to GPs and pharmacies. Delivery of dispensing tokens will follow this process.

The PPSA will, on behalf of the PCT, distribute the dispensing tokens within 6 working days.

To communicate this process, the PCT will circulate this document to all dispensing contractors within the PCT with a covering letter. The document will also be placed on the PCT website ([www.portsmouth.nhs.uk](http://www.portsmouth.nhs.uk)) to download by dispensing contractors where required.

## **Dispensing contractor ordering process**

The process for dispensing contractors to order the FP10DT's is outlined below:

- Dispensing contractor fills out an FP30P stationery request form (this is the same form as used for the ordering of FP57 stationery and is available from the PPSA)
- the dispensing token code is FP10DT
- orders should be placed on an "as required" basis on the stationery order form
- a maximum of 2 boxes of FP10 DTs may be ordered (each box contains 2000 tokens)

The FP30P stationery order form is in circulation already. Requests for the FP10DT can be added to the form. The PPSA stores can be contacted on 01962 840807 between 10:00am – 3:00pm Mon – Fri for an initial copy of the form.

Completed order forms should be sent:

- By post to

The Stores Section  
Hampshire & Isle of Wight PPSA  
Coitbury House  
Friarsgate  
Winchester  
SO23 8EE

- By fax to 01962 842660

The PPSA will process the order and the delivery will be within 6 working days.

## Appendix 1: Example of a Dispensing Token

MR A DISPENSER	Age 33	Title, Forename, Surname & Address MR ANDREW CHARLTON
PHARMACY ADDR1 PHARMACY ADDR2 PHARMACY ADDR3 POSTCODE	D.o.B 20/03/1973	ADDRESS LINE 1 ADDRESS LINE 2 ADDRESS LINE 3 ADDRESS LINE 4 ADDRESS LINE 5      POSTCODE
PHARMACY CODE		NHS Number:      NHS NUMBER
<b>DISPENSING TOKEN</b>		
Prescribed Medication		
MEDICATION ITEM DESCRIPTION 1 QUANTITY 1 DOSAGE/FREQUENCY 1 ----- MEDICATION ITEM DESCRIPTION 2 QUANTITY 2 DOSAGE/FREQUENCY 2 ----- MEDICATION ITEM DESCRIPTION 3 QUANTITY 3 DOSAGE/FREQUENCY 3 ----- MEDICATION ITEM DESCRIPTION 4 QUANTITY 4 DOSAGE/FREQUENCY 4 -----		
X X X X X		
DISPENSING TOKEN – Not to be used as a prescription, even if signed by an authorised prescriber.		Date 20/02/2009
DR A JONES GP ADDRESS LINE 1 GP ADDRESS LINE 2 GP ADDRESS LINE 3 TELEPHONE NUMBER PCT NAME		GP CODE  POSTCODE PCT CODE
		FP10DT0407