

Ordering process for appliances – Care Homes

Care homes are requested to ensure their staff retain responsibility for requesting any repeat items directly from the patient's GP and ensuring details are correct before sending to a Dispensing Appliance Contractors (DAC) or community pharmacy. They should not allow a DAC or pharmacy to request a prescription from a practice on behalf of the care home

Ordering process for appliances

We have been notified that a number of Dispensing Appliance contractors (DACs) (who hold contracts to dispense FP10s for appliances) have set up systems with care homes where the company calls the care home to check which items are required. The DAC then sends a request to the practice for the prescription which is sent directly to the DAC and the DAC supplies the items.

It is important that care homes retain control, of the ordering process for items which a patient GP has agreed can be requested as a repeat item in line with NICE recommendations:

1.10.4 Care home providers should retain responsibility for ordering medicines from the GP practice and should not delegate this to the supplying pharmacy.

NICE-Managing medicines in care homes Social care guideline [SC1] Published date: March 2014

Care homes are therefore requested to **ensure their staff retain responsibility for requesting any repeat items directly** from the patient's GP and ensuring details are correct before sending to a DAC or community pharmacy.

The East Kent CCGs also provide a recommendation on Requests for Retrospective Prescriptions for appliances- <http://www.canterburycoastalccg.nhs.uk/about-us/prescribing-advice/?categoryesctl10344807=19352> and practices are advised not to provide retrospective prescriptions (apart from the initial prescription following discharge) unless there is a documented rationale for supply .

If this is likely to cause any problems for your patients please do not hesitate to contact your CCG's Medicine Management team through the following generic email address.

accg.eastkentprescribing@nhs.net