



PMG Policy: Vulnerable patient script ordering

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Inclusion Criteria

Patient identified as unable to order medication through usual means

- Not able to use online services
- No family or friends to order medications through online services
- Not able to drop off paper script at sites
- Chemist unable to undertake managed/assisted repeats on behalf of patient
- Not in nursing home/care home where proxy ordering an option

Process

Clinician informs prescription admin lead/deputy (Jill Bargate usual point of contact)

- Checks meets the criteria
 - Accepts the patient into the prescription admin remit- script admin team take on responsibility – code added: Prescription by GP (408550002) and note added to front screen
 - Declines the patient into the prescription admin remit- responsibility back with the referring clinician
- If accepted, prescription admin decide on ongoing plans
 - eRD
 - Scheduled tasks
 - Other- direct line for Macmillan nurse on behalf of patient for example