

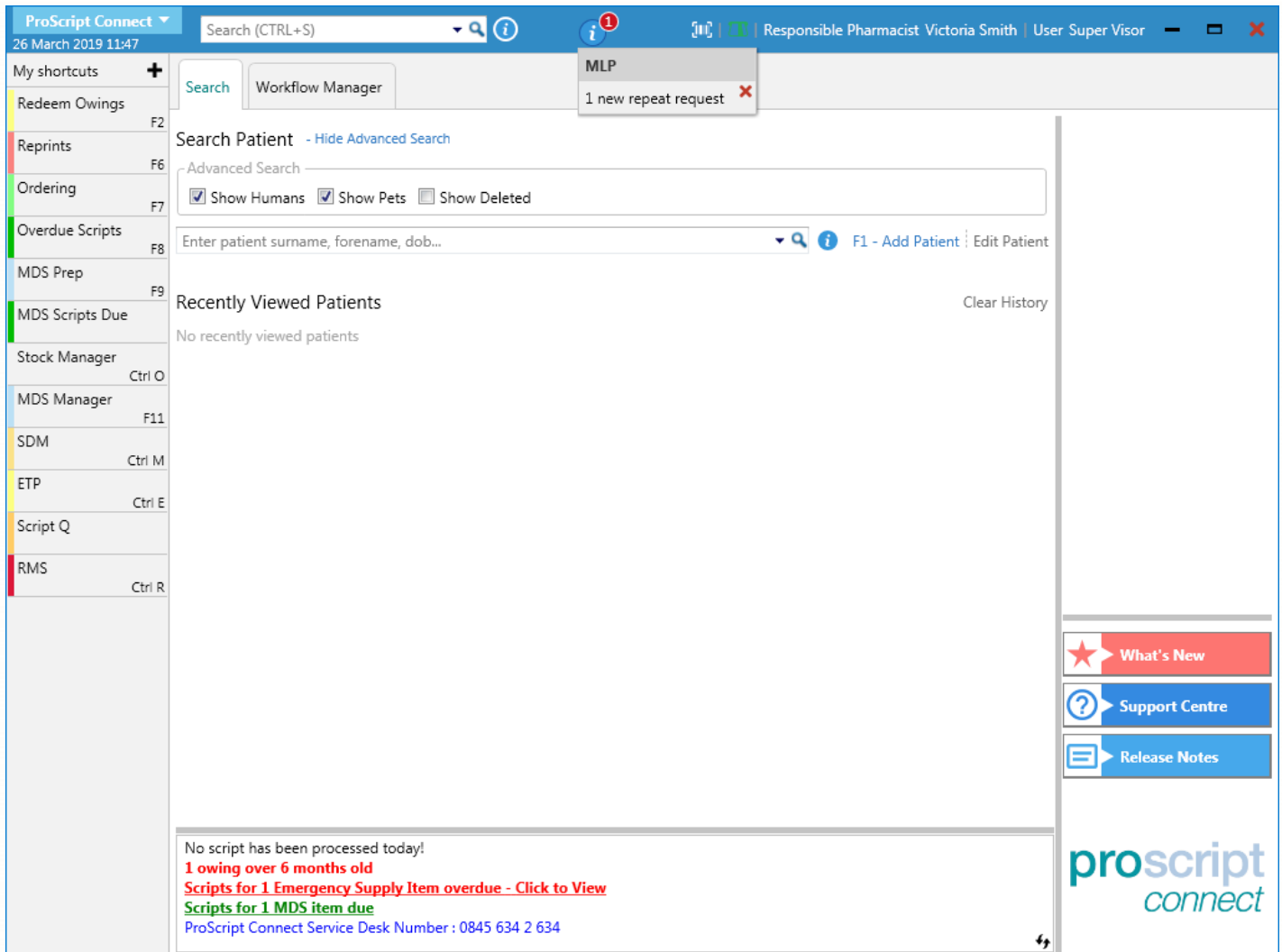
# Accepting & Requesting an MLP Repeat Request via Medicines Manager



You must be [logged in to the NHS Spine](#) with your smart card to submit a repeat request via Medicines Manager.

ProScript Connect will display various notifications within the information notification icon when messages are received, including when a new MLP repeat request has been submitted to your pharmacy. The number of notifications is displayed within the red circle, and upon clicking the icon, a pop-out box will display providing the details of the notifications received.

By clicking on the notification within the pop-out box, the relevant module will open. In this case, clicking on the *1 new repeat request* menu item will open the *Repeat Requests* tab within the MLP Manager.




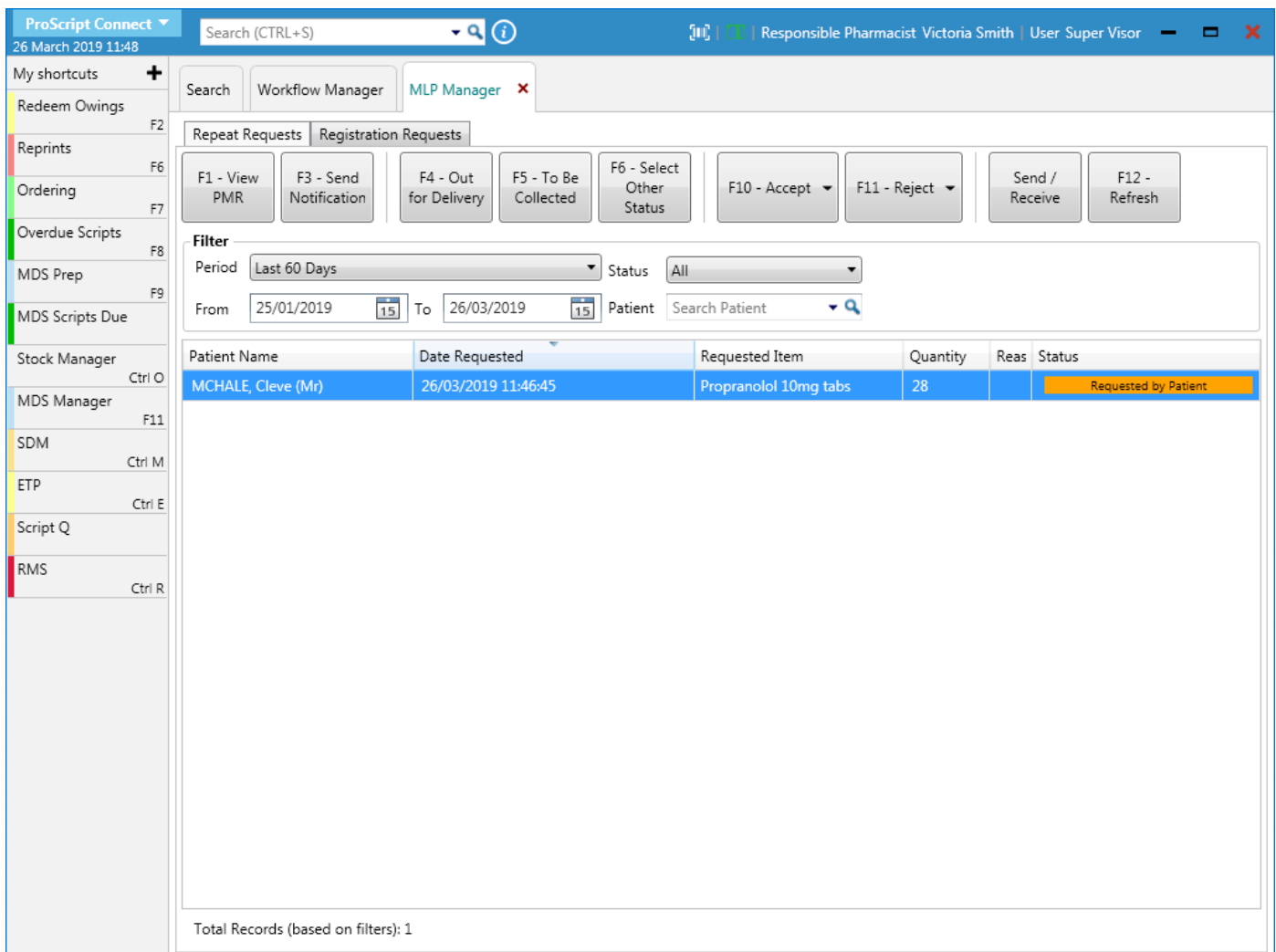
The screenshot displays the ProScript Connect software interface. At the top, the title bar shows the date and time (26 March 2019 11:47), a search bar (CTRL+S), and the user's name (Responsible Pharmacist Victoria Smith) and role (User Super Visor). A notification icon with a red circle containing the number '1' is visible. A pop-out box titled 'MLP' shows '1 new repeat request' with a red 'X' icon. The main interface features a left-hand navigation menu with various modules like 'Redeem Owings', 'Reprints', 'Ordering', 'Overdue Scripts', 'MDS Prep', 'MDS Scripts Due', 'Stock Manager', 'MDS Manager', 'SDM', 'ETP', 'Script Q', and 'RMS'. The central area is titled 'Search Patient' and includes an 'Advanced Search' section with checkboxes for 'Show Humans', 'Show Pets', and 'Show Deleted'. Below this is a search input field and a 'Recently Viewed Patients' section. The bottom of the interface shows a status bar with a message: 'No script has been processed today! 1 owing over 6 months old Scripts for 1 Emergency Supply Item overdue - Click to View Scripts for 1 MDS item due ProScript Connect Service Desk Number : 0845 634 2 634'. On the right side, there are buttons for 'What's New', 'Support Centre', and 'Release Notes', along with the 'proscript connect' logo.

## Accepting a Repeat Request via MM

 Accepting a patient's repeat request will send a **push notification** to the patient's device if they have push notifications enabled.

1. From the *Repeat Requests* tab within the MLP Manager, highlight a repeat request marked as **Requested by Patient**. If a patient has submitted multiple items in one request, these will appear as separate lines within the grid.

 Patients are able to add a reason for ordering when submitting their requests which will display within the *Reason* column.



The screenshot shows the ProScript Connect MLP Manager interface. The top bar includes the date and time (26 March 2019 11:48), a search bar, and user information (Responsible Pharmacist Victoria Smith, User Super Visor). The main area is divided into a left sidebar with shortcuts (e.g., Redeem Owings, Reprints, Ordering, Overdue Scripts, MDS Prep, MDS Scripts Due, Stock Manager, MDS Manager, SDM, ETP, Script Q, RMS) and a main content area. The main content area has tabs for 'Repeat Requests' and 'Registration Requests'. Below the tabs are several action buttons: F1 - View PMR, F3 - Send Notification, F4 - Out for Delivery, F5 - To Be Collected, F6 - Select Other Status, F10 - Accept, F11 - Reject, Send / Receive, and F12 - Refresh. A filter section allows filtering by Period (Last 60 Days), Status (All), and Patient (Search Patient). Below the filter is a table with the following data:

Patient Name	Date Requested	Requested Item	Quantity	Reas	Status
MCHALE, Cleve (Mr)	26/03/2019 11:46:45	Propranolol 10mg tabs	28		Requested by Patient.

Total Records (based on filters): 1


2. From there, you can either:
  - o Press **[F10 – Accept]** to accept the selected item
  - o Press **[Ctrl+F10]** to accept all items for the selected patient
3. The Process Repeat Prescription window displays, with the item(s) displayed in the grid pre-selected.

**Process Repeat Prescription**

**MCHALE, CLEVE GERALD** DOB 10 Sep 1973 NHS No 944 637 0876 PAYING  
 2 BESFORD CLOSE, LUTON, LU2 8TX Age 45 years 6 months EPS Status ●

Date Requested	Requested Item	Quantity	Reason	Confirm
26/03/2019 11:46:45	Propranolol 10mg tabs	28		<input checked="" type="checkbox"/>

- From here you can (de)select *Requested Items* to include/remove them from processing where more than one item has been requested, and click **[Request Via MM]** to request the prescription via Medicines Manager

 The patient must be nominated for Medicines Manager to be able to request the prescription via MM. If the patient is not nominated, a pop-up will display, and you will be unable to continue until the patient meets the [MM criteria](#).

## Requesting a Medicines Manager Repeat

- The Select Repeat Items window displays, with the current medication list from the surgery alongside the MLP requested medication. You can update the surgery medication list by pressing **[F6 – Update List]** and any newly prescribed medicines since the last update will appear in the grid.

**Select Repeat Items**

**MCHALE, CLEVE GERALD** DOB 10 Sep 1973 NHS No 944 637 0876 PAYING  
 2 BESFORD CLOSE, LUTON, LU2 8TX Age 45 years 6 months EPS Status ●

Current Medication List from Surgery

F1 - Select All F2 - De-Select All

Selected	Product Description
<input checked="" type="checkbox"/>	Propranolol 10mg tablets
<input type="checkbox"/>	Asacol 400mg MR gastro-resistant tablets (Allergan Ltd)
<input type="checkbox"/>	Amoxicillin 500mg capsules
<input type="checkbox"/>	Ramipril 1.25mg tablets
<input type="checkbox"/>	Citalopram 40mg tablets
<input type="checkbox"/>	Venlafaxine 75mg tablets
<input type="checkbox"/>	Gabapentin 100mg capsules
<input type="checkbox"/>	Amlodipine 10mg tablets
<input type="checkbox"/>	Omeprazole 20mg gastro-resistant tablets

Request Query

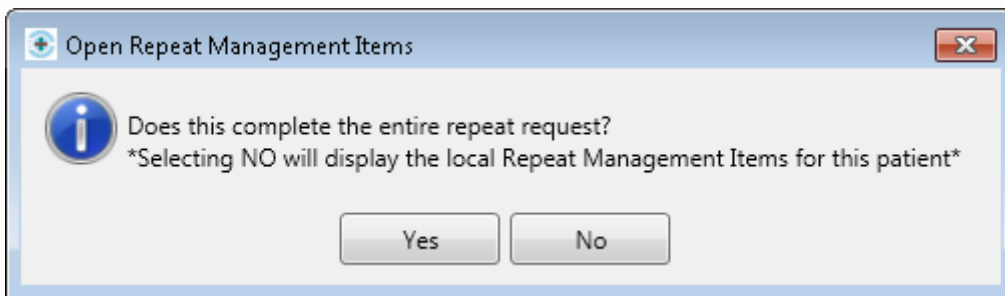
Last updated: 24/08/2018 14:35

**MLP - Requested Medication List**

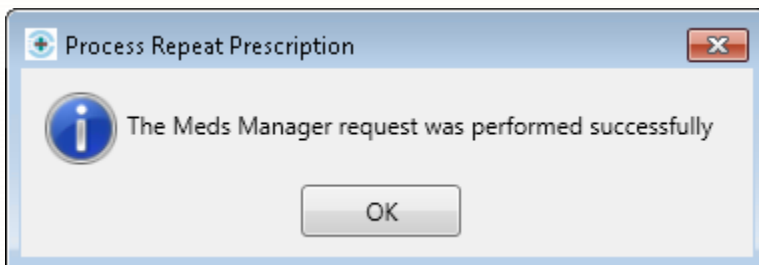
Product Description

Propranolol 10mg tabs

2. Select the items you want to include in the repeat request and enter some notes using the *Request Query* field at the bottom of the window if required.
3. When you are done, press **[F10 – Send Repeat Request]**. This will automatically create a corresponding repeat request entry on the RMS marked as **Request Sending**.
4. An Open Repeat Management Items pop-up window displays, asking whether your selection completes the entire repeat request.



5. From there, you can either:
  - Click **[Yes]** which returns you to the MLP Manager *Repeat Requests* tab.
  - Click **[No]**, which opens the RMS, where your repeat request displays with a **Request Sending** status
6. In this case, click **[Yes]**.
7. A Process Repeat Prescription pop-up window displays, advising you that the Medicines Manager request was performed successfully.



8. Click **[OK]**.
9. The MLP Manager displays, with the MLP repeat request marked as **At Surgery**.
10. The status within RMS will update from **Request Sending** when the request is received, processed and returned from the surgery;
  - Once the request is received at the surgery, the RMS status will update to **Acknowledged**.
  - Once the request has been returned by the surgery, the RMS status will update to **Requested**.
  - Once the request has been downloaded within ETP ready for processing, the RMS status will update to **Booked In**.

## Revision History

Version Number	Date	Revision Details	Author(s)
1.0	31 July 2019		Joanne Hibbert-Gorst

### Contact us

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