Requesting a Medicines Manager Repeat from Medicines Manager
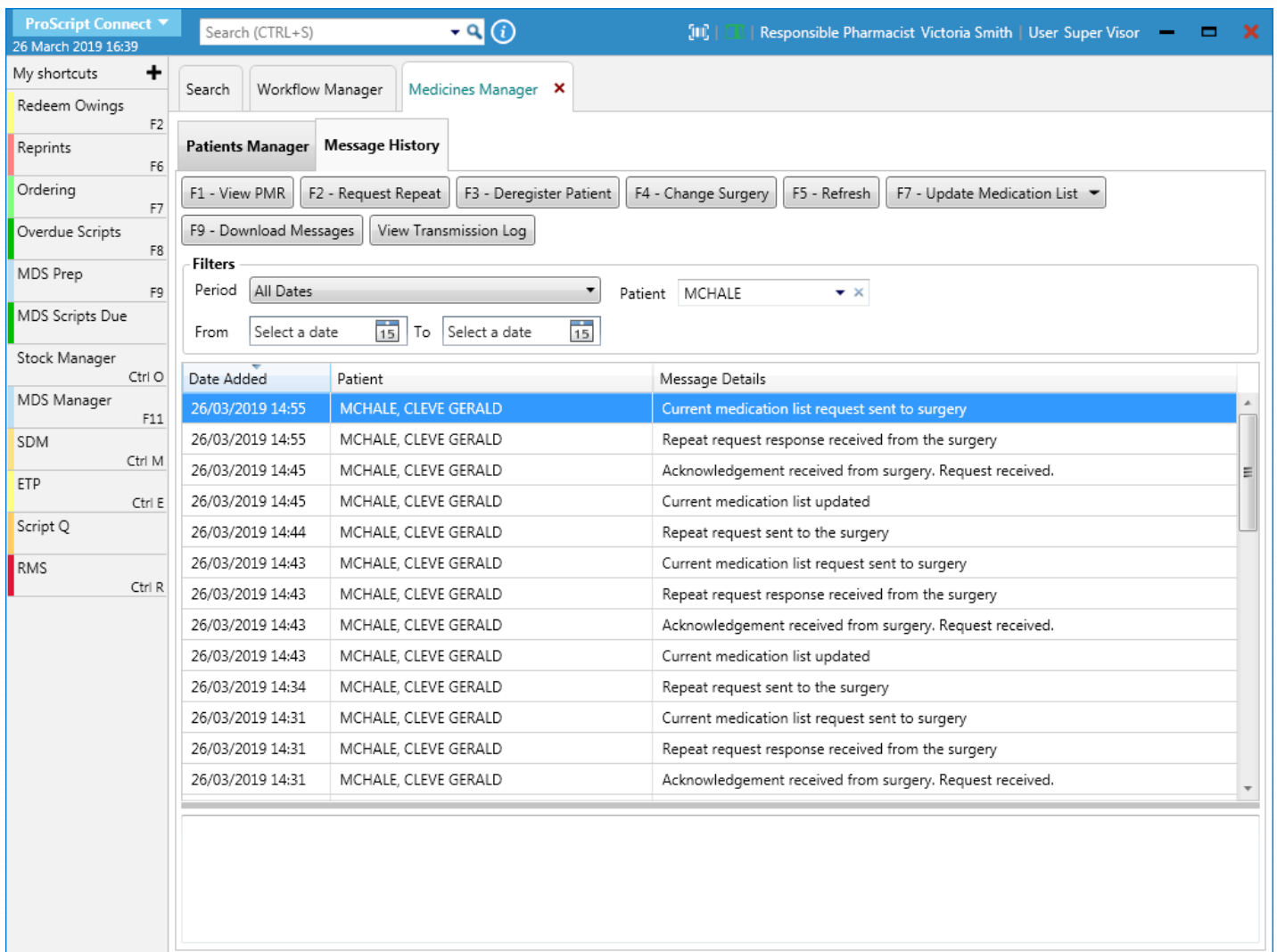
Once a patient is `Active` within Medicines Manager, there are three ways you can submit a repeat request to their surgery; from the Medicines Manager, directly from the patient's PMR or, if the patient has requested a repeat through the My Local Pharmacy app, you can request the repeat within the MLP Manager.

📝 You must be logged in to the NHS Spine with your smart card to submit a repeat request via Medicines Manager.

1. From the Medicines Manager, click the *Message History* tab.
2. The *Message History* tab contents display. Use the *Filters* and search box to locate and highlight your patient.

3. Press **[F2 – Request Repeat]**.
4. The Select Repeat Items window displays, with the surgery current medication list.

⚠️ We highly recommend you to update the surgery's medication list by pressing **[F6 – Update List]**.

6. From Select Repeat Items, 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.
7. 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.
8. A pop-up window displays, asking whether your selection completes the entire repeat request.

9. From there, you can either:
    o Click **[Yes]** which returns you to the Medicines Manager
    o Click **[No]**, which opens the RMS, where your repeat request displays with a Request Sending status
10. When the request is received, processed and returned from the surgery the status within the RMS will update;
    o Once the request is received at the surgery, the RMS status will update to Acknowledged.
    o Once the request has been returned by the surgery, the RMS status will update to Requested.
    o 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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