Accepting & Requesting an MLP Repeat Request via Medicines Manager
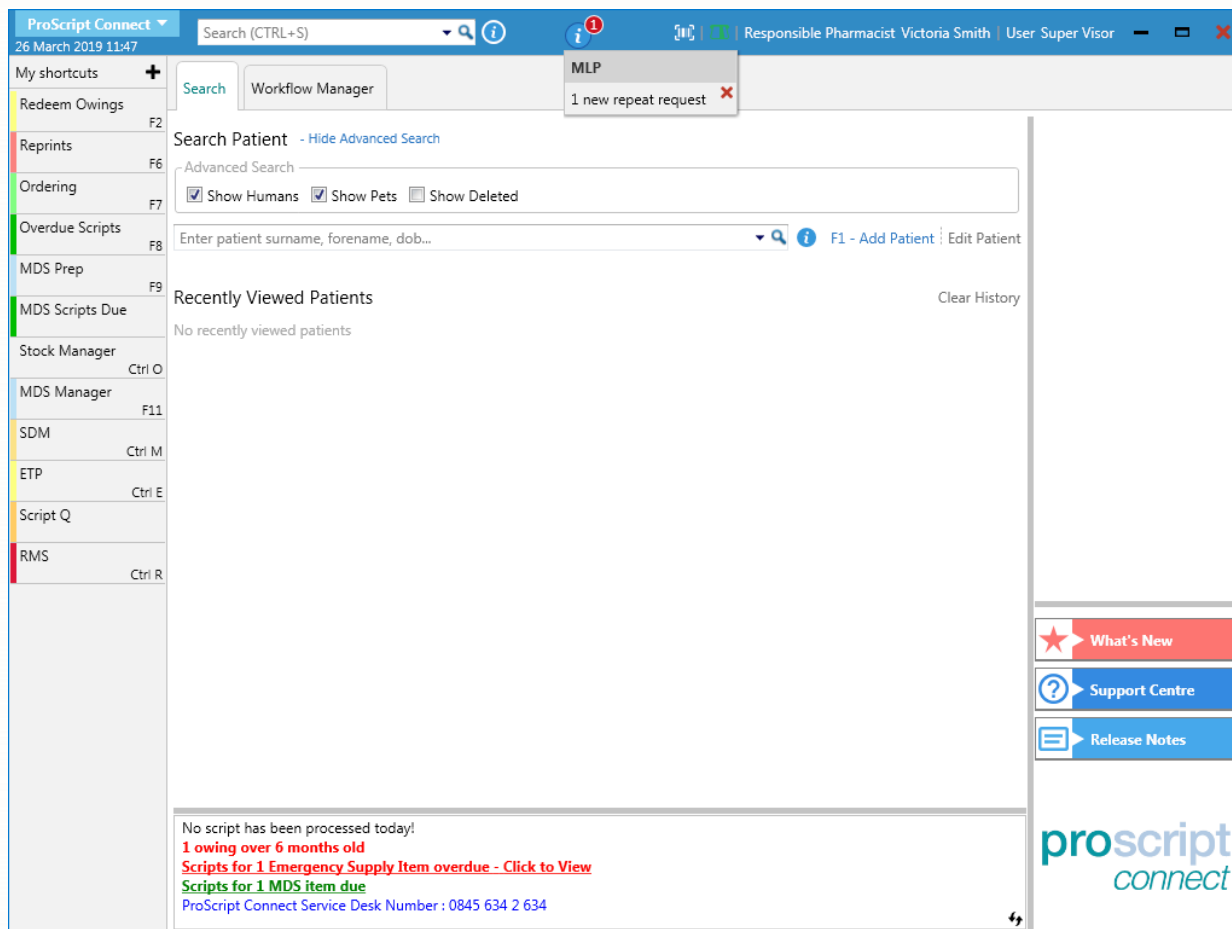
You must be logged in to the NHS Spine with your smart card to submit a repeat request via Medicines Manager.

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.
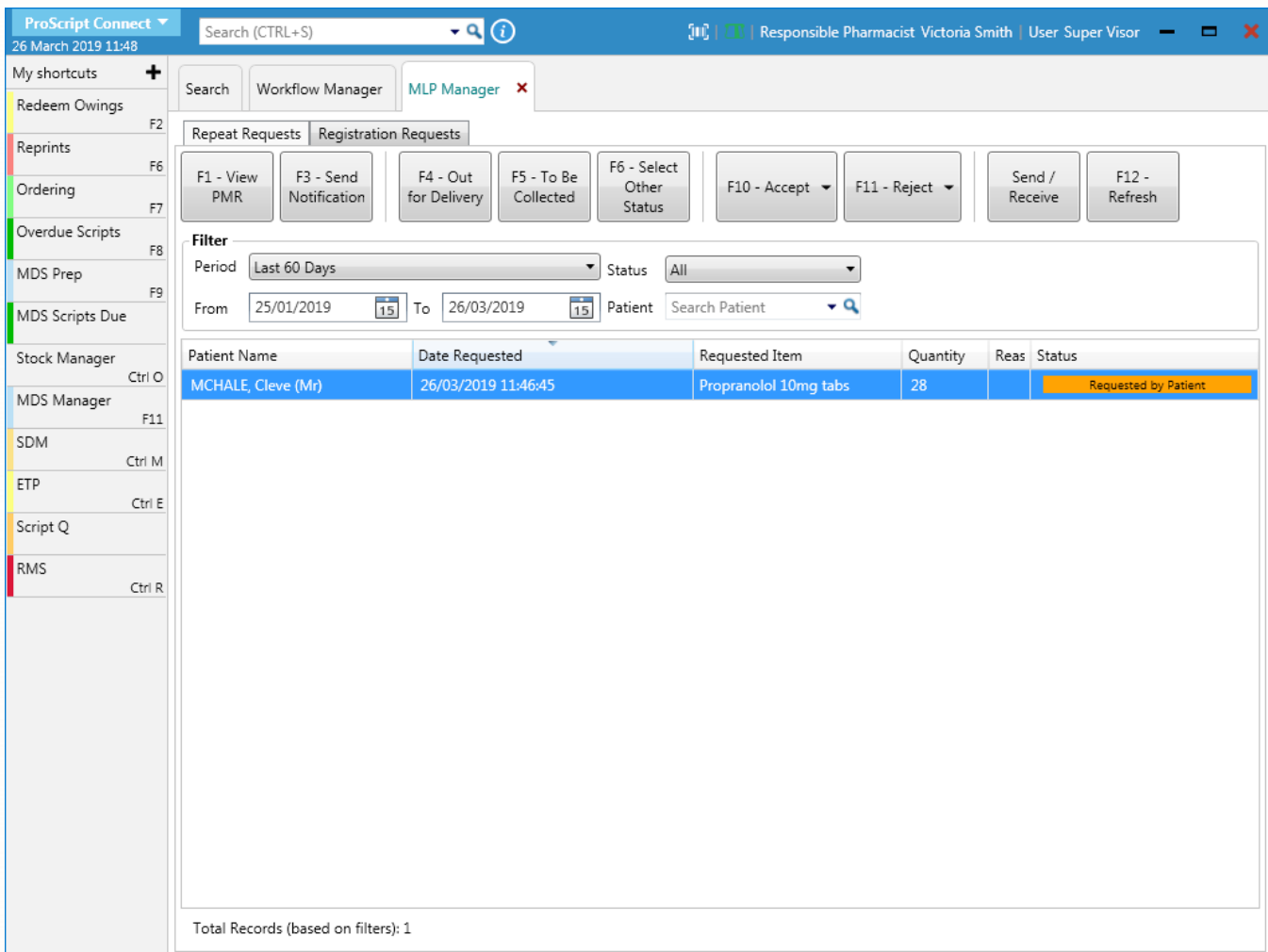

Accepting a Repeat Request via MM

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.

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.

4. 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

1. 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.

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.
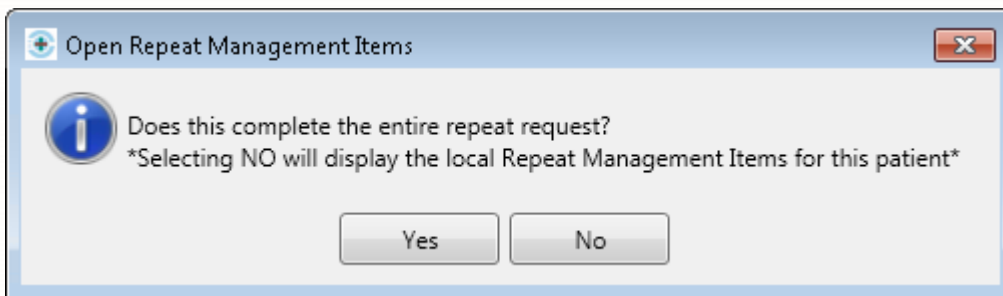
5. From there, you can either:
   o Click **[Yes]** which returns you to the MLP Manager *Repeat Requests* tab.
   o Click **[No]**, which opens the RMS, where your repeat request displays with a Request Sending status
6. In this case, click **[Yes]**.
7. A Process Repeat Prescription pop-up window displays, advising you that the Medicines Manager request was performed successfully.
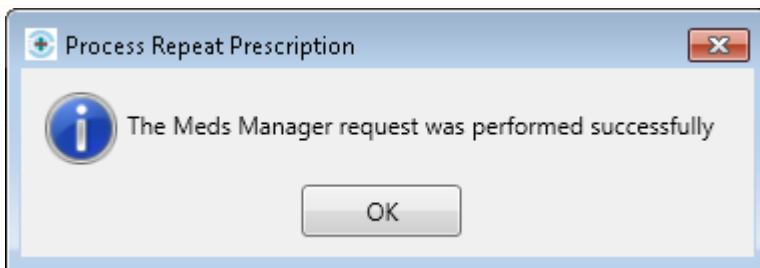
8. Click **[OK]**.
9. The MLP Manager displays, with the MLP repeat request marked as At Surgery.
10. The status within RMS will update from Request Sending when the request is received, processed and returned from the surgery;
   o Once the request is received at the surgery, the RMS status will update 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	15 August 2019		Joanne Hibbert-Gorst

Contact us

For more information contact:
Telephone: 0344 209 2601

A McKesson Company