

labelling="Section-Header">Cancelling an Electronic Prescription – for Prescribers

- Electronic prescriptions can be cancelled at any point by the prescriber, until they are downloaded by the patient’s nominated pharmacy.
- Either whole prescriptions or individual items on a prescription may be cancelled.
- If a prescriber cancels a repeat dispensing (batch) prescription, all outstanding prescription issues that have not been downloaded by the dispenser (e.g. community pharmacy, dispensing practice) will be cancelled. It is also possible to cancel individual items on the prescription

When a prescriber attempts to cancel a prescription, they will receive one of the 3 possible responses:

A ‘prescription cancelled successfully’ response confirming that the prescription has been cancelled

In this case, a new electronic prescription can be generated, where appropriate. The [EPS Prescription Tracker](#) status will show as ‘cancelled’ and the pharmacy will not be able to download the prescription.

A ‘cancellation unsuccessful with dispenser’ response, confirming that the patient’s nominated pharmacy has already downloaded the prescription from the NHS Spine.

In this case the prescriber/ suitable delegated team member should contact the dispenser (contact details will be displayed on the screen) and discuss the next steps.

The dispenser can return the prescription to the Spine, where it will be automatically cancelled, or the dispenser can mark the prescription as ‘not dispensed’

Asking the pharmacy to mark the prescription item(s) as ‘not dispensed’ will ensure it is no longer available for download at any other pharmacy

The [EPS Prescription Tracker](#) status will show as ‘With dispenser’

A ‘cancellation unsuccessful dispensed’ response, confirming that the prescription has already been dispensed to the patient

In this case, the prescriber/ suitable delegated team member must contact the patient and discuss the next steps. For example the patient could be asked to return the cancelled items to their pharmacy.