



Summary of Completed Stakeholder Consultations

National ePrescribing Project

July 2024



Stakeholder Engagement Report

Introduction

Electronic prescribing (ePrescribing) is a digital technology that has the potential to transform healthcare by improving efficiency in healthcare delivery, reducing medication errors and contributing to better health outcomes for the public. The HSE's National ePrescribing Project has been established to plan, action and deliver ePrescribing in Ireland.

Stakeholder Engagement

Regular and early engagement with patients, prescribers, pharmacists and other stakeholders is an important part of the National ePrescribing Project.

Early stakeholder engagement sessions took place in January 2023. These virtual sessions provided rich feedback on how the high-level project plans fit with the needs of patients, pharmacists and prescribers. The report is available on the [HSE website](#).

This was followed by two in-person stakeholder engagement events in September 2023 and January 2024 respectively, with approximately 50 attendees at each event.

The attendees represented a typical patient journey i.e. patients, prescribers and pharmacy staff. In addition, professional bodies, HSE groups, unions, reimbursement services, medication safety experts and technical experts from eHealth took part in the discussions. Seating plans were used to encourage discussions across professions and areas.

A detailed overview of the progress of the National ePrescribing Project to-date was presented by the ePrescribing team on both occasions and used to facilitate feedback and queries from attendees.

The meetings were then broken down into three workshops, each focusing on a different area. In September 2023, the focus areas were:

- ePrescribing and Patient App
- Information Needed to Create an Electronic Prescription and Dispensing Record
- Patient Medication List

In January 2024, the focus areas were:

- Medication Related Interoperability Standards
- Prescribing and Dispensing Medications
- Cancelling Medications

Due to logistics, there was a greater pharmacy representation in September '23 and a greater prescriber representation in January '24. Both meetings prompted lively conversations and Q&As from attendees.

Feedback

There were several recurrent themes over the two meetings. There was a focus on education and support for patients and the users of ePrescribing on a day-to-day basis, patient privacy and patient empowerment. This covered practical points including age of access, notifications to personal devices and ability to restrict sharing of information.

Participants raised challenges to be considered. These topics included allergy status and medication shortages. They also contributed to debates on the areas of cancelling medications and preferred prescribing methods (dose vs product).

The first phase of the National ePrescribing Project is to connect GP's and community pharmacies. The gap to secondary care (and other prescribers) coming online was raised repeatedly in terms of clinical impact and potential increased workload for GPs in the first phase.

Summary

Stakeholders are encouraged and hopeful for the long-term benefits of ePrescribing. However, there are a number of areas where additional information is required, and concerns need to be addressed. The in-person events have significantly increased the awareness of the project and ongoing collaboration will be crucial to implementation of this critical eHealth infrastructure.

The final note is to acknowledge and thank all the attendees who shared their time, expertise and insights as part of both stakeholder engagement sessions.