

Standard Operating Procedure:

Retrieving, Downloading, and Dispensing a Private SRx Prescription

June 2026

Version 1.1 - Addition of contingency plan

Version 1.2 - Information for pharmacies outside of England

Version 1.3 - New changes made to prescription search

Version 1.4 - Pharmacy name entry and Did Not Dispense feature added

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If you have any questions relating to this SOP or any technical questions, please contact signatureRx at:
signaturerx.co.uk

Purpose

- Inform counter staff and wider pharmacy staff are aware of the actions to take when a patient presents with a signatureRx.
- Inform all authorised dispensing staff on how to retrieve and download a private e-prescription token from signatureRx to use in the prescription assembly process. Inform staff how to mark an e-prescription as dispensed.
- To ensure the effective download of private e-prescription tokens from signatureRx, in order that the prescription can be assembled and dispensed to the patient.

Scope

- This procedure covers the process of how to retrieve and download a signatureRx prescription when a patient presents at a pharmacy.
- This SOP should be read with the following SOPs: dispensing, assembly, final check and private prescription SOP (if available).
- This policy is for use by counter staff and dispensary staff that work within the dispensary.

Prescription Disclaimer

SignatureRx prescriptions have been generated and electronically signed in accordance with the Human Medicines Regulations 2012.

If the prescription cannot be viewed, please verify the Prescription ID and the patient's date of birth. If both details have been confirmed and the prescription remains inaccessible, the patient should be referred back to the issuing clinic, telemedicine provider, or prescribing clinician.

Where the prescription displays the status "**Already Dispensed on [date] [time]**", it has already been dispensed by another pharmacy. In such cases, the patient should be referred back to the issuing clinician or provider.

When the prescription displays the status "**Voided**", it is not available for dispensing.

SignatureRx prescriptions are not valid for medicines subject to special prescription requirements, including Schedule 2 and Schedule 3 Controlled Drugs.

For any clinical queries relating to the prescription, please contact the issuing clinic, telemedicine provider, or prescribing clinician directly.



Expecting receipt of a SignatureRx prescription ID and transfer from counter to dispensary

Step	Procedure	Responsibility
1	<p>A patient will present at the counter with a SignatureRx Prescription ID on their smartphone. Usually on their e-mail or messaging.</p> <p>In some instances, the patient, doctor or clinic support team may call in advance and provide this prescription ID directly to the pharmacy by email or phone.</p> <p>The patients' representative may present at the counter on behalf of the patient. This can be processed in line with pharmacy guidelines.</p>	<p>Counter Staff</p> <p>Pharmacist</p> <p>Pharmacy staff responsible for emails and phone monitoring</p>
2	<p>Write the prescription ID on a piece of paper along with the patients' date of birth.</p> <p>To retrieve the prescription, the dispensary staff would require the: Prescription ID along with the patients' DOB.</p>	<p>Counter Staff</p> <p>Pharmacist</p> <p>Pharmacy staff responsible for emails and phone monitoring</p>
3	<p>Transfer the paper safely and securely to the dispensary staff to retrieve the e-prescription</p>	<p>Counter Staff</p> <p>Pharmacist</p> <p>Pharmacy staff responsible for emails and phone monitoring</p>



Retrieve and download SignatureRx e-prescription

New Requirement: Pharmacy Identification when Accessing e-Prescriptions

As of Version 1.4, pharmacies are now required to enter their pharmacy details when accessing the signatureRx e-prescription dispensing portal. This is a mandatory requirement to improve prescription tracking, auditability, and patient safety across all dispensing locations.

Step	Procedure	Responsibility
1	<p>Navigate to app.signaturerx.co.uk/e-prescription or visit www.signaturerx.co.uk and click 'Dispense Prescription' in the header.</p> <p>This page is also accessible at www.signaturerx.co.uk/dispense.</p>	<p>Dispensary Staff</p> <p>Pharmacist</p>
2	<p>Enter the Prescription ID in the relevant field.</p> <p>The Prescription ID will have been passed to you from the counter staff or from the patient's e-mail or messaging (e.g. SRX03D113B5278A).</p>	<p>Dispensary Staff</p> <p>Pharmacist</p>
3	<p>Enter the Patient Date of Birth (DOB) in the DD/MM/YYYY format using the calendar field provided.</p>	<p>Dispensary Staff</p> <p>Pharmacist</p>
4	<p>Select the Pharmacy Group from the dropdown list.</p> <p>If your pharmacy does not belong to a named group, select 'All other Pharmacies'.</p>	<p>Dispensary Staff</p> <p>Pharmacist</p>
5	<p>Enter your Pharmacy Name, Address, and Postcode in the mandatory fields (marked with a red asterisk *).</p> <p><i>These are new required fields as of Version 1.4. Email and Phone number fields are optional but recommended.</i></p> <p>NOTE: The pharmacy details you enter are recorded to support prescription audit trails and regulatory</p>	<p>Dispensary Staff</p> <p>Pharmacist</p>

	compliance.	
6	<p>Click the 'Search' button. The prescription details page will display including:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Patient Details <input type="checkbox"/> Prescriber Details <input type="checkbox"/> Clinic Details <input type="checkbox"/> Medication Prescribed <input type="checkbox"/> Advanced Electronic Signature Information <input type="checkbox"/> Prescription Notes (if any). <p>Verify that the prescription status shows 'Available for dispensing'.</p> <p>If the prescription has already been dispensed, the status will show 'Already Dispensed on [date] [time]'.</p>	<p>Dispensary Staff</p> <p>Pharmacist</p>

New Feature: Did Not Dispense Procedure (Version 1.4)

From Version 1.4, a 'Did Not Dispense' option is available on the prescription details page. This allows the dispensing pharmacy to formally record when a prescription could not be dispensed, along with the reason. Where clinically appropriate, the patient should be advised that they can take their prescription link and code to a different pharmacy.

Step	Procedure	Responsibility
1	On the prescription details page, if you are unable to dispense the prescription, click the 'Did Not Dispense' button. This button is located alongside the 'Mark As Dispensed' button on the prescription view page.	<p>Dispensary Staff</p> <p>Pharmacist</p>
2	<p>A 'Did Not Dispense' popup will appear. Select the most appropriate reason from the following options:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Clinical Issue <input type="checkbox"/> Stock Issue <input type="checkbox"/> Pricing Issue <input type="checkbox"/> Others 	<p>Dispensary Staff</p> <p>Pharmacist</p>



	The reason field is mandatory and must be selected before confirming.	
3	<p>Review the 'Refuse to Dispense' information displayed in the popup: "If clinically appropriate, please advise the patient that they can use the same link and code to collect their prescription from a different pharmacy."</p> <p>Where clinically appropriate, inform the patient they can present to another pharmacy to have their prescription dispensed using their original prescription ID and date of birth.</p>	<p>Dispensary Staff</p> <p>Pharmacist</p>
4	<p>Click 'Confirm' to submit the Did Not Dispense record.</p> <p>To cancel and return to the prescription details without recording a non-dispense event, click 'Cancel'. Once confirmed, the prescription record will be updated to show it was not dispensed at your pharmacy. The patient retains the ability to use their prescription at another pharmacy if clinically appropriate.</p>	<p>Dispensary Staff</p> <p>Pharmacist</p>

Contingency Plan

If an electronic prescription cannot be accessed using the Prescription ID for any reason, including system failure, the dispensing pharmacy should contact the prescriber or prescribing organisation in the first instance.

In the event of a system failure, the prescribing organisation will:

- Issue a replacement private prescription, either handwritten or typed, bearing an original ink signature.
- Obtain the necessary pharmacy details, including the pharmacy name, address, email address, or fax number.
- Securely transmit the signed prescription to the dispensing pharmacy via the organisation's approved email or fax systems.
- Enable the dispensing pharmacy to consider supplying the medication as an emergency supply, subject to the professional judgement and discretion of the pharmacist.
- Ensure that the original ink-signed prescription is delivered to the dispensing pharmacy within 72 hours.



Signature Page

I confirm that I have read and understood this procedure and acknowledge my responsibility to comply with its requirements and associated responsibilities.

Name	Position	Signature	Date