



Pharmacy Guide

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GLOSSARY

Advanced Electronic Signature: A legal requirement to issue an electronic prescription as set out in The Human Medicines Regulations 2012, where the electronic signature is one that is:

- a. Uniquely linked to the prescriber,
- b. Able to identify the prescriber,
- c. Created under means that remain under the control of the prescriber,
- d. Linked to the data in such a way that any changes to the data can be identified.

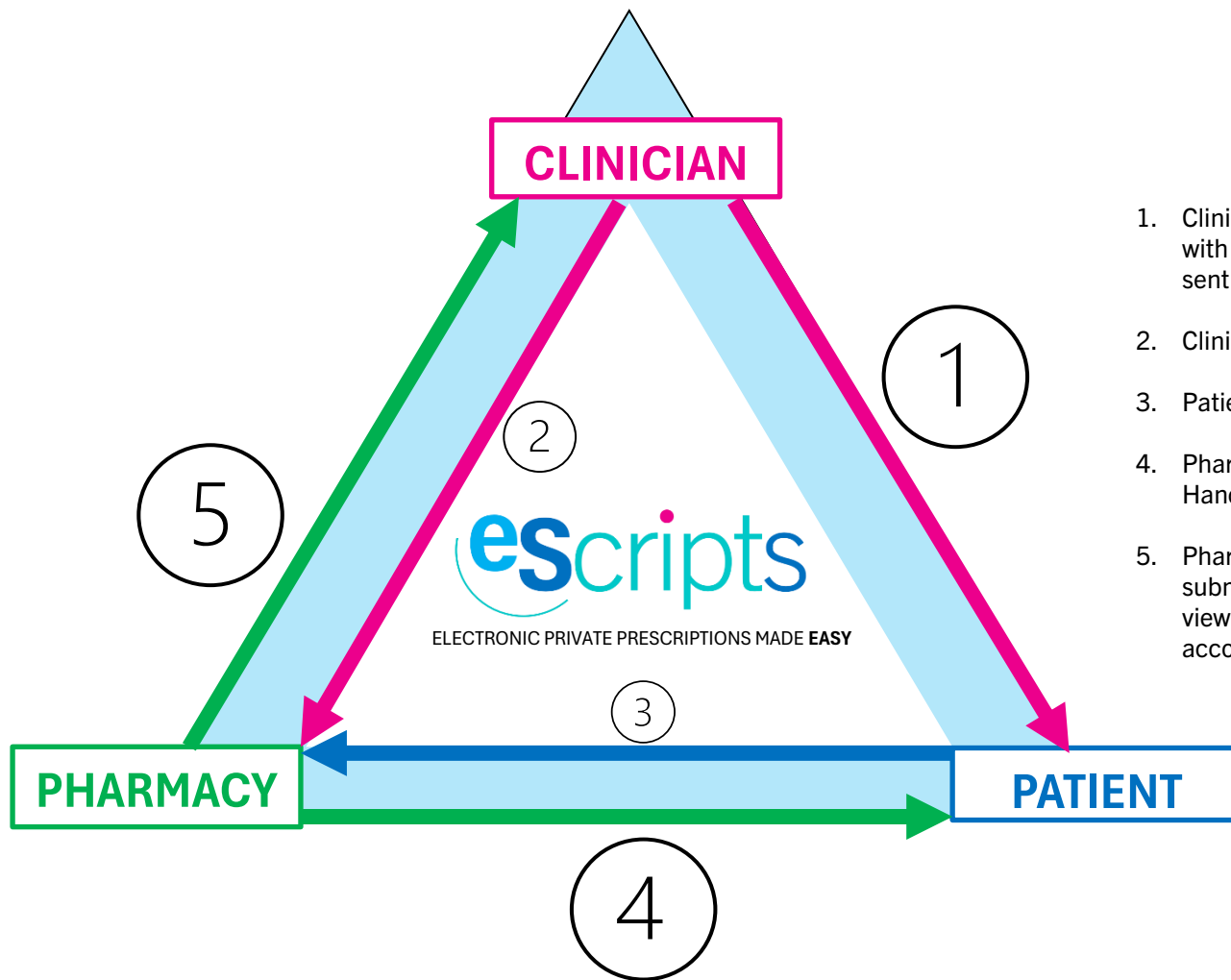
DOB: Date Of Birth.

eCode: An alphanumeric code composed of a total of 15 characters including the prefix ESC, uniquely linked to an eScript.

eScript: A legally valid electronic private prescription issued with an advanced electronic signature by a verified prescriber and linked to an eCode on the eScripts platform.

eToken: A downloaded Portable Document Format (PDF) or a paper printout of an eScript.

SOP: Standard Operating Procedures.




1. Clinician has a consultation (in person or remotely) with the patient and issues an eScript. An eCode is sent to the patient by email and SMS.
2. Clinician can inform the pharmacy of the eCode.
3. Patient presents the pharmacy with the eCode.
4. Pharmacy downloads and dispenses the eScript. Handover of medication upon payment.
5. Pharmacy marks the eScript as dispensed and submits the required pharmacy details. Clinician can view the pharmacy details from their eScripts account.

Figure 1: Diagram summarising the eScripts journey.

PHARMACY DISPENSING SUMMARY

1. Note down the prescription eCode and the patient's DOB.

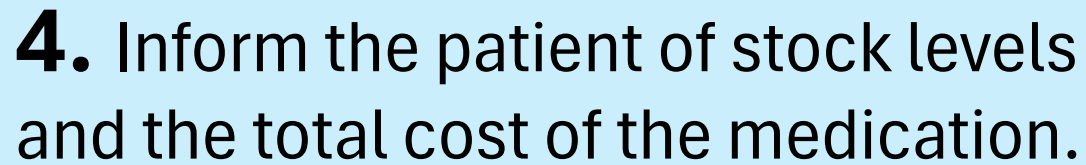


2. Access the eScript on the dispensing portal at [*www.escripts.co.uk/dispense*](http://www.escripts.co.uk/dispense)

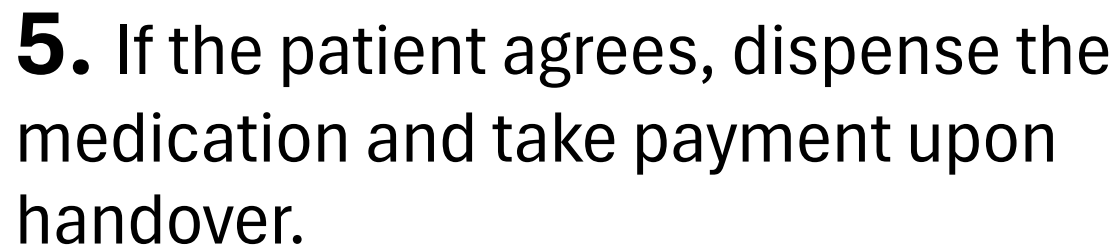


3. View the eScript to undertake appropriate clinical and legal checks.

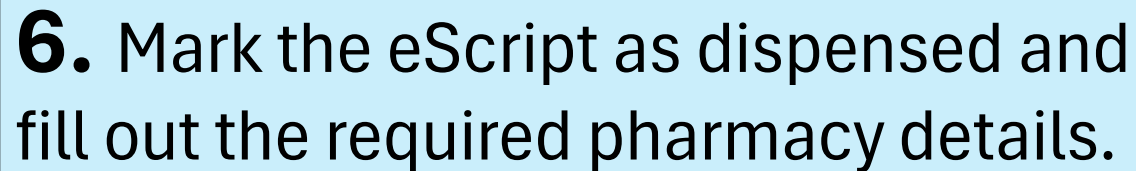
4. Inform the patient of stock levels and the total cost of the medication.

A light blue rounded rectangular box containing the text for step 4. A white arrow points downwards from the bottom center of the box to the top center of the next box.

5. If the patient agrees, dispense the medication and take payment upon handover.

A white rounded rectangular box containing the text for step 5. A white arrow points downwards from the bottom center of the box to the top center of the next box.

6. Mark the eScript as dispensed and fill out the required pharmacy details.

A light blue rounded rectangular box containing the text for step 6. A white arrow points downwards from the bottom center of the box to the top center of the next box.

7. Download and print the eToken for pharmacy reference and records.

A white rounded rectangular box containing the text for step 7. A white arrow points downwards from the bottom center of the box to the top center of the next box.

RECEIPT OF AN ESCRIPT

The patient or their representative presents the pharmacy with a prescription eCode shown on an official email, SMS or a printed eToken. The patient, prescriber or practice may provide the eCode and the DOB directly to the pharmacy team by email or phone. The eCode along with the patient's DOB is noted down confidentially by the pharmacy staff to access the eScript.

Dear Patient, your eScript code is:
ESCP4MMFHFB8MCH. Please
present this to any UK pharmacy.
Pharmacy info: To dispense, visit
www.escripts.co.uk/dispense

Your clinician has issued your electronic private prescription. Please take this email to a UK pharmacy of your choice and ask them to visit www.escripts.co.uk/dispense for further instructions.

Your prescription e-code:
ESCEDPD53VPQWC6

For any medical queries, please contact your clinician directly. Any other prescription-related queries can be directed to support@escripts.co.uk.

Kind regards,

The eScripts Team

Electronic Private Prescriptions Made **E**asy

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Figure 2: Examples of a “eScripts – Your prescription has been issued” email and “Your eScript code is:” SMS. A unique eCode with a total of 15 characters beginning with the prefix ESC is clearly shown in the grey shaded box.

ACCESSING AN ESCRIPT

Visit www.escripts.co.uk to check the *validity* of an eScript. Click the **Rx Dispense Prescription** link to be sent to the eScripts dispensing portal. You can also directly visit www.escripts.co.uk/dispense

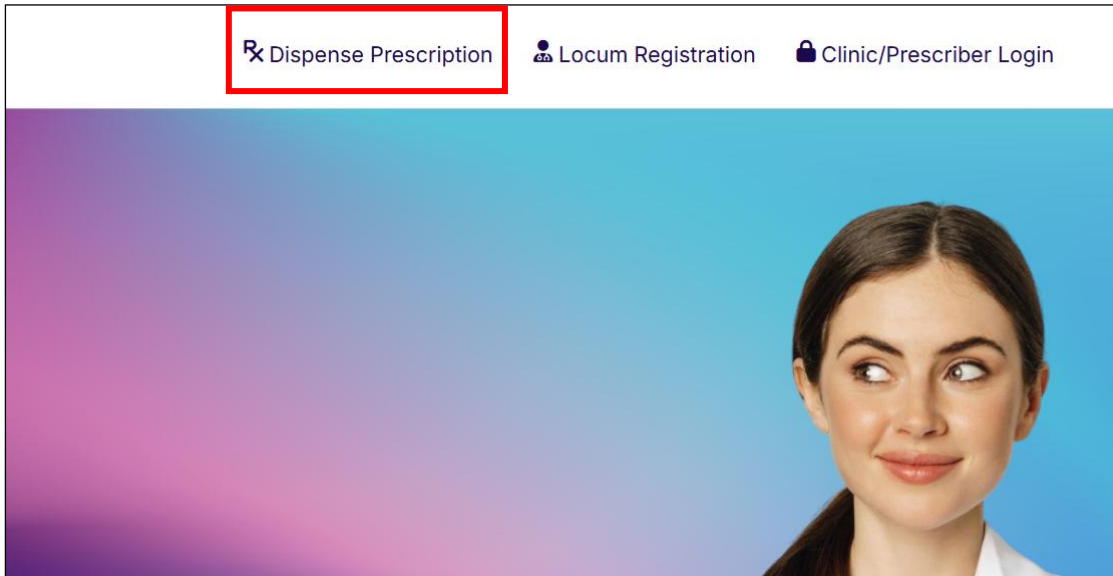
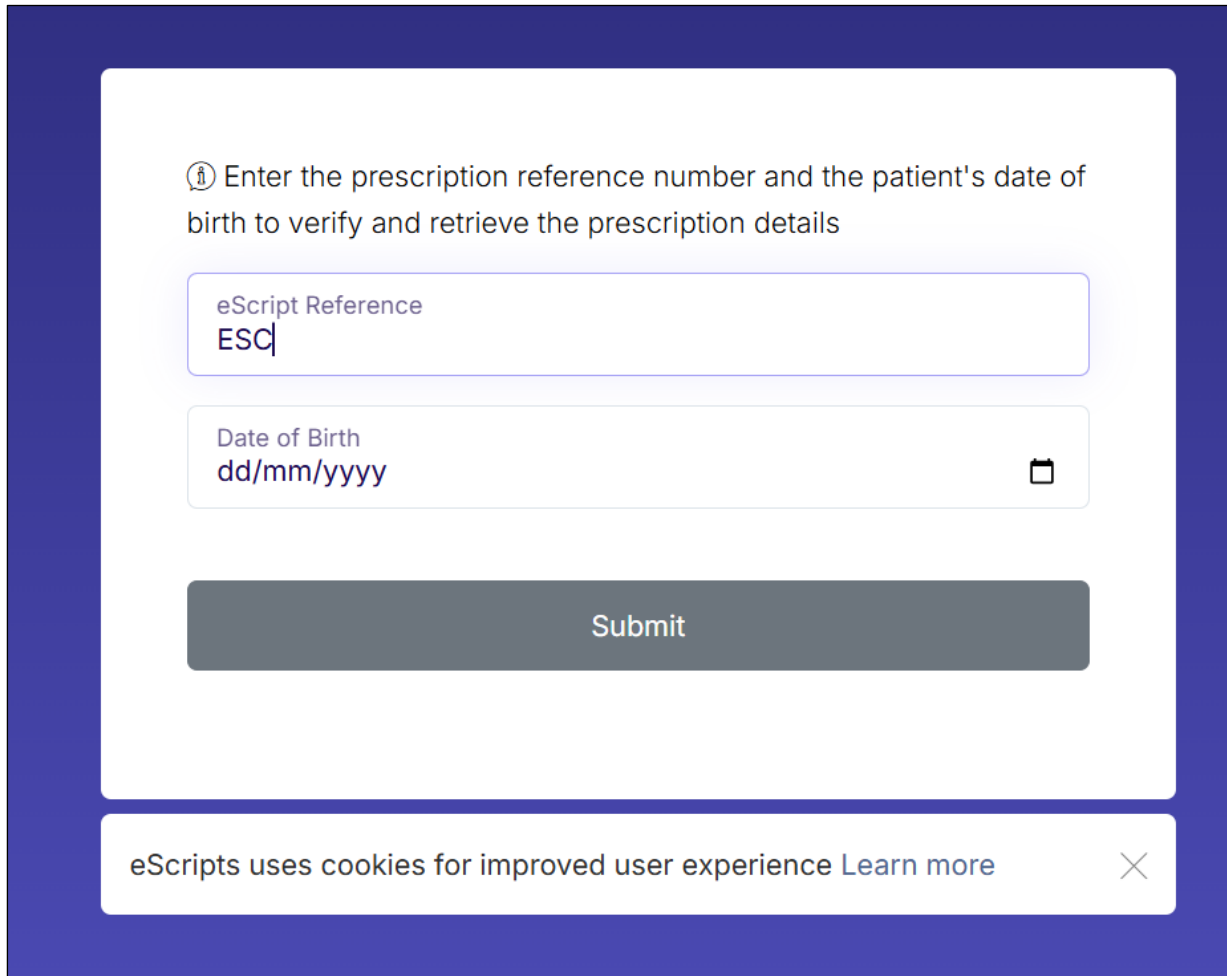


Figure 2: Heading banner on www.escripts.co.uk has the link to the secure dispensing portal (highlighted by the red box).

ESCRIPTS DISPENSING PORTAL

Enter the eCode and the patient's DOB in the relevant fields and click **Submit**. The patient's DOB can be entered manually in the dd/mm/yyyy format or using the calendar icon.



The screenshot shows a web form with a dark blue border. At the top, there is an information icon (i) followed by the text: "Enter the prescription reference number and the patient's date of birth to verify and retrieve the prescription details". Below this, there are two input fields. The first is labeled "eScript Reference" and contains the text "ESC". The second is labeled "Date of Birth" and contains the text "dd/mm/yyyy", with a small calendar icon to its right. Below the input fields is a large, dark grey button labeled "Submit". At the bottom of the form, there is a white banner with the text "eScripts uses cookies for improved user experience" followed by a link "Learn more" and a close icon (X).

Figure 3: eScripts Dispensing Portal at www.escripts.co.uk/dispense - The unique eCode and patient's DOB is required to access and download the eScript.

Accessing the eScript will allow you to see the following particulars of the electronic private prescription:

The screenshot shows an eScript interface with the following details:

- 1:** Prescription eCode: ESCP-4MMF-HFBB-MCH
- 2:** Prescription Status: To Be Dispensed
- 3:** Expiry Date: 02/10/2025 (169 days)
- 4:** Patient Details: Mr Willy Wonka, Willy Wonka Chocolate Factory, Wonkaland, Date of Birth: 01-01-1980 (45 years), Gender: Male, Tel: 07 [redacted], Email: test [redacted]
- 5:** Prescribed Medication: * Clarithromycin 500mg tablets, Directions: 1 twice daily, Quantity: 14, Total item(s): 1
- 6:** Patient Allergies: penicillin
- 7:** Pharmacy Notes: prefers sandoz brand
- 8:** Prescription Details: Signed Timestamp: 17/04/2025 06:08:02, Expiry Date: 02/10/2025
- 9:** Prescriber: Mr John Smith, Registration Body: GMC, Registration No: 1234567, IP Address At Signing: 82.13.180.83, Electronic Signature: AT1226D7eb775B9aFA0 [redacted], Prescribing Organisation: eScripts Clinic (), 1A Manchester Road, Manchester, M1 1AA, Tel: 01611234567

Key:

1. Prescription eCode.
2. Prescription Status (**Dispensed, Cancelled, Expired, To Be Dispensed**).
3. Expiry Date (with a day counter).
4. Patient Details.
5. Prescribed Medication.
6. Patient Allergies.
7. Pharmacy Notes.
8. Prescription Details.
9. Prescriber Details.

Figure 4: An example of an eScript.

CHECKING THE VALIDITY OF AN ESCRIPT:

If the status of the eScript states:

'Dispensed' - this electronic prescription has been dispensed by another pharmacy and **must not** be re-dispensed. The patient is to be referred to the prescriber or practice.

'Cancelled' - this electronic prescription has been cancelled by the verified prescriber and **cannot** be dispensed. The patient is to be referred to the prescriber or practice.

'Expired' - this electronic prescription has expired past the appropriate date and **must not** be dispensed. The patient is to be referred to the prescriber or practice.

"To Be Dispensed" - this electronic prescription *can be dispensed* by a pharmacy. The pharmacy is required to undertake the appropriate clinical and legal checks according to the pharmacy SOP prior to dispensing.

If there are clinical queries to be made, then the prescriber or practice is to be contacted with the contact details stated on the eScript.

DISPENSING THE MEDICATION & TAKING PAYMENT

The pharmacy is to inform the patient of stock levels and the total cost of the eScript, in line with the pharmacy's own private prescription pricing policy. If the patient agrees to proceed, the medication is to be dispensed according to the pharmacy SOP and payment is to be taken upon handover.

Dispensing Details
✕

Pharmacy Name*

Pharmacy Postcode*

Pharmacy Telephone*

Pharmacy Email

I confirm that the prescription has been dispensed and understand that this step is irreversible.

MARKING THE PRESCRIPTION AS DISPENSED

Mark As Dispensed

The eScript is to be marked as dispensed to prevent dispensing elsewhere. This step is **irreversible**. The pharmacy is to fill out the required dispensing details and click the confirmation. Once completed, the status of the eScript will change from **“To Be Dispensed”** to **“Dispensed”**.

RECORD KEEPING

Click the download icon to save the electronic prescription as an eToken in PDF.

↓ Download

The eToken may then be printed. The pharmacy is to keep the eToken as a reference for 2 years. A record is to be made in the POM register (written or electronically) if appropriate, which is to be retained for 2 years from the date of the last entry in the register.

Figure 5: Pharmacy dispensing details and confirmation required to mark an eScript as dispensed.

PHARMACY FAQ

1. WHAT IS AN ESCRIPT?

An eScript is a legally valid electronic *private* prescription that is issued with an advanced electronic signature by a verified prescriber and linked to a unique eCode on the eScripts prescription platform.

The eCode is an alphanumeric code composed of a total of 15 characters including the prefix ESC.

2. HOW IS AN ESCRIPT LEGALLY VALID?

An eScript is legally compliant in the UK with The Human Medicines Regulations 2012, Veterinary Medicines Regulations 2013 and the Misuse of Drugs Act 1971, with the following particulars:

- Created in an electronic form via an electronic prescribing system.
- Signed with an advanced electronic signature.
- Secured patient identification.
- Is accessed/transferred by the pharmacy via electronic means.

3. HOW SECURE IS ESCRIPTS?

Data protection is our top priority – eScripts uses encrypted patient data to ensure privacy and complies fully with General Data Protection Regulations (GDPR).

We follow guidance from the Information Commissioner's Office (ICO) to maintain the highest standards of data protection and security. You can find more information in our eScripts Security document located on our homepage.

4. DO PHARMACIES HAVE TO SIGN UP TO DISPENSE AN ESCRIPT?

Currently, pharmacies *do not* register an account to dispense eScripts. Pharmacies will **NOT** be charged to use the eScripts dispensing portal to access and download eScripts.

5. WHAT IS THE ESCRIPTS DISPENSING PROCESS?

In summary:

- The patient presents any UK pharmacy with their *unique* prescription eCode shown on an official email, SMS or a printed eToken.
- The pharmacy is to access the eScript in the dispensing portal at www.escripts.co.uk/dispense using the eCode and the patient's DOB.
- The pharmacy is to check stock availability and inform the patient of the total cost of the electronic private prescription. If the patient agrees, the prescription is to be dispensed according to the pharmacy SOP and payment is to be taken upon handover of the medication.
- The eScript is then to be marked as dispensed to prevent dispensing elsewhere. The eScript can be downloaded as an eToken to be kept for pharmacy reference and records.

TIPS:

- Any saved or printed eTokens are to be used for reference and records only. These not to be considered as written private prescriptions, even if signed by a verified prescriber.
- The validity of the eScript **must** be checked online at www.escripts.co.uk/dispense.
- Ensure the patient is notified of pharmacy stock levels and the total cost **before** marking the prescription as dispensed.
- Prior to dispensing, clinical and legal checks of the eScript are still required according to the pharmacy SOP.
- In the case of clinical queries, the pharmacy is to contact the prescriber or practice. Contact details will be stated on the eScript.

6. HOW MUCH DO PHARMACIES CHARGE FOR DISPENSING AN ESCRIPT?

Since eScripts are legally valid *electronic* private prescriptions, pharmacies are to charge prescription fees according to their own private prescription pricing policy, in the same way they would charge for *paper* private prescriptions.

7. CAN PHARMACIES DISPENSE ESCRIPTS IN ENGLAND, NORTHERN IRELAND, SCOTLAND AND WALES?

Yes. Advanced electronically signed private prescriptions are legally valid in **ALL** parts of the UK. Therefore, eScripts can be dispensed by any UK pharmacy residing in England, Northern Ireland, Scotland and Wales.

8. WHAT TO DO IF AN ESCRIPT IS MARKED AS DISPENSED BY ACCIDENT?

If you accidentally mark an eScript as dispensed without making a supply, then unfortunately the patient cannot obtain their medication from a different pharmacy. If this happens, please contact our team at support@escripts.co.uk who will advise you further.

9. WHAT TO DO IF FRAUD IS SUSPECTED?

If you suspect you have been presented with a fraudulent eScript, you **must**:

- Contact the prescriber or practice. Contact details will be stated on the eScript.
- Email support@escripts.co.uk stating the eCode.
- Report suspected fraudulent prescription activity to the appropriate authority in line with the pharmacy SOP.

10. WHAT TO DO IF THERE IS A SYSTEM FAILURE?

If there is a system failure of the eScripts prescription platform, the first step is to contact the prescriber or practice through appropriate means, such as searching online or asking the patient for contact details.

Take the following steps:

- Liaise with the prescriber/practice to issue a legally valid handwritten or computer-generated *paper* private prescription with the prescriber's signature in indelible ink.
- Provide contact details including the pharmacy address to receive the prescription in the post within 72 hours, and the pharmacy email/fax details to receive a copy of the prescription as soon as possible.
- Dispense the medication in line with the 'Emergency Supply At A Request Of A Prescriber' UK legislation found in the annual Medicines, Ethics and Practice (MEP) guide, at the discretion of the responsible pharmacist.

11. WHICH WEB BROWSER DOES ESCRIPTS WORK BEST ON?

We recommend using web browsers such as Google Chrome or Internet Explorer for the best user experience.

Revised: August 2025