

Firsway Health Centre

Urgent Prescription Policy

Due to an increasing number of requests for repeat prescriptions to be issued urgently, we have had to review how we handle these requests in order to provide safe and consistent service to all our patients. Requests for prescriptions outside the normal prescription protocol impacts significantly on both doctor and administration staff time.

If you ask for an urgent repeat prescription, you will need to give the reason for your request. You may also be required to contact the police, in some cases, if the medication has been lost and it is a controlled drug and also provide a crime number.

The majority of hospital prescriptions are non-urgent and will also be processed through the normal prescription process.

Many medications can safely be missed for a few days. We will not issue urgent prescriptions for items that can be bought over the counter or for non-essential medication and you may be informed that your medication will be processed following the normal repeat prescription process. If your medication cannot be missed, the item will be issued as required. All urgent repeat prescriptions must be collected in person from the Health Centre if you do not have a nominated pharmacy.

Please make sure you request any medication before you run out: prescriptions take two working days to process – scripts handed in on Friday may not be ready until Tuesday. The practice can now electronically send most prescriptions direct to a pharmacy of your choice. Contact reception to nominate your pharmacy and, each time you request a repeat script, your script will be electronically sent to your nominated pharmacy, ready for you to pick up or even delivered (if available). You can also order your repeat prescription on-line, any time day or night, if you register for our on-line service. Please note that Electronic Prescriptions still require two working days to be processed.

Medications that will not be issued urgently

- Anything that can be purchased over the counter
eg paracetamol, emollients, ibuprofen, low dose co-codamol, adcal
- vitamins eg b12, folic acid, vitamin D,
- statins
- Erectile dysfunction drugs
- Thyroxine

Medications subject to the Urgent Repeat Prescription Request process

- Benzodiazepines
eg Temazepam, Diazepam, Lorazepam etc
- Opiates
eg Tramadol, Zupain (co-codamol 30-500), Oxynorm, Morphine, Gabapentin etc
- Z drugs
eg Zopiclone, Zolpidem, Zalepon etc



FIRSEY HEALTH CENTRE

URGENT REPEAT PRESCRIPTION REQUEST

Patient information

**Number of Previous
Urgent Request in Last
12 Months (to be
completed by staff)**

Date

Patient name

Date of Birth

NHS Number

Medication Required

Reason Medication Needed Urgently

Please note, if you have lost a controlled drug, the GP may ask for a Police crime number before processing your request.

Acknowledgement of Understanding of Repeat Prescribing Policy

Please sign to confirm that you understand Firsey Health Centre's Urgent Prescription Policy (see overleaf).

Patient Signature

Date

Staff Name and Signature

Date

Are you collecting your prescription from the surgery? Y/N (if no, this will be sent to the pharmacy you have previously nominated).

A copy of this form will be put on your medical records. Repeated inappropriate requests may result in future requests being declined and then treated as routine (available within 48 hours).