

Urgent Prescriptions		
Reference	How To Guide 15	
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1. Purpose

To ensure that only requests that are confirmed as being urgent (within 24 hours) are processed on the day of request.

2. Procedure

Urgent prescriptions should be requested in writing on the appropriate request form.

The request will be dealt with within 24 hours and should be available the next day after 4pm except on Fridays. These should be assessed to determine if they require 'on the day' issue.

The request must state the patients name, date of birth, date/time requested, items required and the reason for the urgent request.

Urgent requests required for after 6pm on the day are reserved for:

- Diabetic medication (insulins)
- Palliative care medication
- Asthma medication (inhalers)
- Mental health medication (anti-psychotics/ anti-depressants)
- Adrenaline pens e.g. Epipen/Jext
- Acute pain relief

Over the counter medications such as; paracetamol, anti-histamines or moisturising creams will NOT be dealt with as urgent as they can be purchased from the patient's regular community pharmacy.

Out of hours patients can request an urgent supply of their repeat medication from their community pharmacy. These requests will be considered by the responsible pharmacist but may incur a charge or be refused if not appropriate. For more information on emergency supply see <https://www.nhs.uk/common-health-questions/medicines/where-can-i-get-an-emergency-supply-of-medicine/>

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