

URGENT PRESCRIPTION POLICY

Due to an increasing number of requests for repeat prescriptions to be issued urgently i.e. on the same day or less than 48 hours, we have had to review how we handle these requests in order to provide a 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, meaning there is less availability to a doctor for other patients and a higher risk of a prescribing error occurring.

We require 2 full working days for prescriptions.

If you ask for an urgent repeat prescription you will need to give a 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, e.g. morphine, diazepam, and also provide a crime number.

Requests for urgent prescriptions made via a community pharmacy will not be accepted. Requests must be made by you, the patient, or your authorised representative.

Many medications can be safely missed for a few days.

We will not issue urgent prescriptions for items that can be brought 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 requested will be issued.

All urgent prescriptions must be collected in person from the surgery by yourself, the patient, or your authorised representative, **no earlier than 5.30pm.**

We reserve the right to withdraw the service to patients requesting urgent prescriptions on a regular basis.

Medications that WILL NOT be issued urgently include:-

- Anything that can be purchased over the counter, e.g. Paracetamol, Ibuprofen, Co-codamol 8/500, emollients
- Nutritional supplements , vitamins, iron tablets
- Statins
- Antidepressants
- Sleeping tablets
- Erectile Dysfunction Drugs
- Skin creams
- Eye drops
- Asthma inhalers (excluding Salbutamol/Ventolin)
- Regular Painkillers
- HRT
- Diabetes Medications (excluding Insulins)
- Prescriptions for medications following discharge from hospital or outpatient clinic appointments.

We apologise for any inconvenience this may cause and appreciate that you may find this frustrating. This step has been implemented as a necessity to protect the Doctors time for more clinically urgent matters.