Main Surgery:
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Farnborough
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www.VoyagerFamilyHealth.co.uk

EMERGENCY PRESCRIPTION REQUESTS

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 your medication is on repeat and meets the following criteria then you can make an emergency request **via the NHS 111 emergency request form** https://111.nhs.uk/emergency-prescription

Criteria:

- It is not a Controlled Drug
- It is not pain relief
- It is not a medication relating to mental health
- It is on your current repeat and not in past medication history

Please note these requests are still subject to approval of your Pharmacist

If you do not meet the NHS 111 criteria you may submit your emergency request in **writing** and can be done so using the methods below:

- Using our **online order form via our website** https://voyagerfamilyhealth.co.uk/repeat-prescriptions-request-form/
- With your **local pharmacy can order your prescription** on your behalf

All emergency repeat prescriptions will be processed by the end of the following working day (excluding weekends), and are subject to review and approval by a clinician.

If your medication has been stolen and it is a controlled drug, you will need to contact the police to gain a crime reference and note the crime reference on your request.

If you have seen a hospital clinician who has requested medication to be prescribed by your GP this will be actioned through the normal prescription process; the majority of these requests are not an emergency. If you feel these are an emergency please contact the hospital clinician who can provide the medication initially.

We will not issue emergency prescriptions for items that can be bought over the counter for non-essential medication and you may be informed via text message. These requests may also then be processed following the normal repeat prescription process time frame.

If the emergency request is critical needs to be processed the same day please contact the practice directly

It is your responsibility to ensure you request any medication up to a maximum of 10 days before you run out: We aim to process all prescriptions within 5 working days

REQUESTS FOR THE FOLLOWING ARE NOT CONSIDERED AN EMERGENCY:

- Medication that can be purchased over the counter (OTC) temporarily such as; gaviscon for adults, certain eye drops, paracetamol, ibuprofen, senna, laxido, omeprazole, antihistamines including Fexofenadine 120mg
- If you have recently been given new medication from **hospital** and will run out soon – Please contact or book in for a telephone consultation with the pharmacy team who can assist you and if possible please provide a copy of the letter you were given at the hospital to our reception team
- You have a query about your medication such as strength, dosage or quantity – Please state this on a normal request clearly or if you are concerned you may wish to book in for a telephone consultation with one of the pharmacy team