

SAME DAY URGENT/EMERGENCY PRESCRIPTION REQUESTS

Urgent/emergency prescription requests are requests for medication which you need within 24 hours to prevent you becoming **severely** unwell.

Emergency medications are normally only the following:

- Antianginal- GTN sprays, beta blockers
- Anticoagulants – apixaban, dabigatran, edoxaban, rivaroxaban, warfarin
- Emergency contraception
- Emerade, epipen, jext for severe allergic reactions
- Epilepsy medication
- Inhalers (reliever type/blue inhaler)
- Insulin based medications
- Prednisolone (long-term)
- Medications for palliative care patients

Urgent/emergency prescription requests are NOT requested for medication which has been ordered late or should have been collected from the hospital pharmacy following clinic or discharge.

Urgent/emergency prescriptions will only be available for collection between 5.30pm-6.00pm.

This Policy will help the Doctor-on-call to deal with patients with urgent and potentially life threatening medical problems.

You should allow two to three working days for routine prescription requests. Please respect our staff, as it is your responsibility to ensure that your repeat prescription request is ordered in plenty of time.

Why does it take three working days to process a repeat prescription?

At the Surgery over 500 prescriptions are requested every day and to deal with them safely we require 3 full working days to process these requests. Our prescription clerk has to check your medical records to ensure your medication request is on your repeat prescription then print it and give it to your usual doctor. Between clinics, your doctors will double check the medication and your

medical records to ensure the medication is still appropriate for you. If the medication you have requested is not on repeat a doctor or clinical prescriber may wish to speak to you.

If you have nominated a pharmacy the prescription will be sent automatically by electronic transfer, otherwise the prescription will be left for collection at the surgery. Your nominated pharmacy also requests 7-10 days to get your medication ready, so please allow this time when ordering your medication each month. If you want to know whether your prescription has reached your pharmacy please phone them and **NOT** the Surgery.

Boots (Ely)	01353 661461
Haddenham Pharmacy	01353 740257
Lloyds (St Mary's Surgery)	01353 662226
Lloyds (POW)	01353 664820
Lloyds (Sainsbury's)	01353 663033
St Mary's Street Pharmacy	01353 772937
Tesco's Pharmacy	0121 519 2677

Ways to order your medication:

Please be aware we **DO NOT** take repeat requests over the phone.

- Register for online ordering- set this up via dispensary or reception.
- Fill in your repeat slip and drop it in the letter box at the front of the surgery or in the letter box by dispensary.
- Post your request to us. Please enclose a SAE if you wish us to post your prescription back to you.

We are also introducing the NHS repeat dispensing service (eRD). If you wish to sign up for this please complete a form which you can find on our website (www.stmarysely.nhs.uk) or you can find one by the dispensary.

THANK YOU FOR YOUR ASSISTANCE IN HELPING US TO ACHIEVE A SAFE AND EFFECTIVE SERVICE FOR ALL OUR PATIENTS.