



Urgent Prescription Requests from patients

An urgent prescription request is defined as a request made when a patient has not ordered their medication in sufficient time to allow for the surgery's standard processing period. In such cases, a prescription will only be issued if it is **clinically necessary** to prevent harm.

If the surgery is unable to process an urgent request, patients may be able to obtain a short-term emergency supply (excluding most controlled drugs) from a community pharmacy.

Pharmacists may provide a temporary supply if:

- The medication has been previously prescribed
- There is an immediate clinical need
- It is safe and legally permitted to supply

Patients should be aware that a charge may apply.

Alternatively, patients can use **NHS 111 Online** or call 111. They will be assessed and, where appropriate, directed to a community pharmacy or an out-of-hours service.

Please note:

- Emergency supplies are provided at the **discretion of the pharmacist**
- Urgent prescriptions are a **temporary measure only**

Patients are encouraged to use community pharmacy and NHS services appropriately and to request repeat prescriptions in advance to avoid delays.