

# How to access urgent repeat medication via **NHS 111**:

NHS Community Pharmacist Consultation Service (CPCS)



**1**

Please contact **NHS 111** by dialling 111 (freephone). If you are identified as suitable for an urgent supply of your medication and you are happy to be referred to this service, you will be provided with a local pharmacy telephone number. NHS 111 will send a referral to the pharmacy via an electronic message.

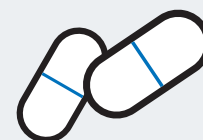


**2**

Ring the pharmacy within 30 minutes of your referral. The pharmacy will confirm:

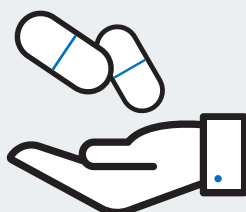
- The medicine required.
- If there are any restrictions on supplying the medicine.
- If you or a representative can attend the pharmacy.
- That the medicine is in stock.

If you do not ring the pharmacy in this time, they will try to contact you. If you do not answer your phone, the referral will be cancelled.



**3**

If supply can be made, you or your representative will be called in to the pharmacy to collect your medicines.



**4**

When you go to the pharmacy, if the supply is appropriate and can be made, the pharmacist will:

- Confirm your identity.
- Review information provided so far.
- Provide you with relevant advice on the medication.
- If applicable, ask you for a prescription charge or to sign a declaration for exemption to prescription charges.

And supply you with your medicines.



Required medication will then be supplied.

\* see overleaf for eligibility

## 'Help Us Help You' know what to do

### What is the NHS CPCS?

If you need a repeat medication urgently **and if your GP surgery is closed**, this can be done via the NHS CPCS, which you can access via NHS 111.

1. Have you run out of a regular medication on prescription?
2. Is your GP surgery closed?
3. Do you need this medicine urgently?
4. Will you or a representative be able to pick up the medication from the community pharmacy?

#### Please note:

- The pharmacist may need a further discussion to determine whether a supply is appropriate.
- Usual prescription charges or exemptions apply.
- The service requires the community pharmacist to be satisfied that you are receiving ongoing treatment for the medicine requested and the need is deemed urgent.
- Your GP will be informed of the supply and information will be shared with NHS organisations in line with the usual prescription process.
- There may be restrictions on the supply of certain medications.

If you have an urgent medical problem and you're not sure what to do, go straight to NHS 111

### About **NHS 111**

To get help from NHS 111 you can:

- go to the [111.nhs.uk](https://111.nhs.uk) website (for people aged 5 and over only)
- call 111 by phone

If you have difficulties communicating or hearing, you can:

- call **18001 111** on a textphone
- use the NHS 111 British Sign Language (BSL) interpreter service at [www.interpreternow.co.uk/nhs111](https://www.interpreternow.co.uk/nhs111)
- You can ask for a translator if you need one

