**Urgent Prescription Policy**

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 of 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 and also provide a crime number.

Many medications can be safely missed for a few days. We will not issue urgent prescriptions for items that can be bought 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 will be issued as required. All urgent prescriptions must be collected in person from the surgery. We reserve the right to withdraw the service to patients requesting urgent prescriptions on a regular basis.

**Medications that WILL NOT be issued urgently**

* Anything that can be purchased over the counter eg paracetamol, emollients, ibuprofen, low dose co-codamol
* Nutritional supplements/ vitamins/ iron
* Statins
* Antidepressants
* Sleeping tablets
* Erectile dysfunction drugs
* Skin creams
* Eye drops
* Asthma inhalers (excluding salbutamol/Ventolin)
* Regular painkillers
* Oral contraceptives
* Oral medications for diabetes
* Prescriptions following discharge from hospital and outpatient clinics

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 Doctors time for more clinically urgent matters.