



Urgent REPEAT Medication / Prescription Requests

This document explains the process obtain urgent **REPEAT** medication where the patient has lost their medication and/or have not ordered with sufficient lead time for dispense, or other reason.

REPEAT in this context are items on your Repeat medication list that you obtain every month (typically).

Process

1. Engage the NHS111 Emergency Prescription Service

Follow the web process <https://111.nhs.uk/emergency-prescription> to obtain a limited emergency supply of medication.

IF you do not have access to the internet (web) call NHS111 and ask for the Emergency Prescription service.

Resolution is much quicker using the web process.

An emergency supply of your medication will be made available for collection at a nominated Pharmacy (subject to NHS111 approval).

2. Create an Administration Triage / Repeat Prescription Request

Create an Administration Triage Request using either the NHS APP or <https://accurx.nhs.uk/patient-initiated/k82079> ["I have an administration request" => "Repeat Prescription"] help the GP understand the request by including information in the "Is there anything else you want to tell us" to arrange for a Repeat Prescription to be issued.

IF the Prescription is approved dispense takes 5 – 7 working days after approval (the status can be checked on the NHS APP).

IF you do not have access to the internet (web) you can complete a paper copy of the Administration Request at the surgery (we cannot take repeat medication requests over the telephone).

Collect your Repeat Prescription medication from either the Dispensary or nominated Pharmacy when you are informed it is available (or after 7 working days of prescription approval otherwise).

Revision 2025-06 v1

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ONE DRIVE DOCUMENT – FOR SURGERY INFORMATION ONLY

This document is stored on the clinical cloud network to ensure that you are working to the latest version bookmark the document. **IF** you identify there is a difference between the clinical cloud network version of the document (or an update is required) and the patient facing version inform the Business Manager.

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