

In line with national requirements, all prescription requests will be processed and ready for collection at the surgery 2 working days after ordering. Prescriptions ordered on Monday will therefore be ready for collection on Wednesday. Orders placed on a Friday will be ready the following Tuesday.

Where patients have asked for a local pharmacy to collect the prescription on their behalf, these will be ready for collection at the pharmacy 3 working days after ordering. Prescriptions ordered on Monday will therefore be ready for collection on Thursday.

Due to the volume of prescription requests, and to ensure prescriptions are issued as safely as possible, these timescales will be strictly enforced.

It is the patient's responsibility to ensure that their repeat prescription request is ordered in plenty of time.

Patients who have not ordered medication in time and will run out of medication before their prescription is ready should contact their local pharmacy to arrange an emergency, short-term supply.

There are only two possible exceptions to this rule:

1. Where a medication is needed to prevent a patient becoming severely unwell. These medications are:
 - Warfarin
 - Insulin and glucogel
 - Epilepsy medication (*Tegretol, carbamazepine, lamotrigine, leviceteram, phenytoin, topiramate, sodium valproate, epilim*)
 - Salbutamol inhalers
 - Prednisolone
 - Adrenaline pens for anaphylaxis (*epi-pen, JEXT*)
 - Medication for terminal palliative care patients
 - GTN (angina)
2. Medication for patients receiving end of life care.

Urgent requests of these types will be passed to the duty doctor to consider if the prescription is urgent, or if it can wait for the registered GP the following day.

Urgent requests (to the surgery and to local pharmacies) are monitored and recorded on the patient's records.

Where patients repeatedly request medication outwith normal timescales, they may be sent a letter from the practice to identify the reason for these requests, and to assist them to manage their medication better.