



# Lion Health, Stourbridge

## Urgent Prescription Request Protocol

Repeat prescriptions are issued 2 working days after receipt of a patient's request to the practice, from their pharmacy, or online.

### **The practice will not refuse unreasonably an urgent prescription request where there is a clear medical need.**

- Urgent requests must be submitted in writing to Reception **by 2:00pm** latest.
- All patients requesting an urgent prescription will be:
  - offered a copy of the practice's urgent prescription request protocol.
  - invited to subscribe to a reminder service using SMS text messages.
- Patients will be given 72hrs worth of medication to allow routine prescription request to be processed in the normal 48hrs.
- All urgent prescriptions must be collected from Reception **at 6:00pm**.
  - Reception closes at 6:30pm after which no prescriptions will be issued.

### **The practice may refuse an urgent prescription request for the following reasons:**

- Any medication that can be obtained over-the-counter without prescription.
- Patients with a long term or chronic condition who have gone past their scheduled health review date. These requests require an appropriate review.
- Patients who have not requested medication for a considerable time beyond the expected renewal date, with any request that is safe to be missed for a 72hrs period.
- Any request that is considerably in advance of the expected renewal date without reasonable explanation.
- **Please be aware if requesting an urgent prescription then it needs to be collected on the day requested. The prescription will be cancelled and destroyed if still waiting to be collected after 48 hours.**



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