

**NHS England Pharmacy Urgent Repeat Medication Service**  
**1<sup>st</sup> August to 31<sup>st</sup> March 2016**  
**LONDON REGION**

<b>NHS 111</b>	<b>Receives call from patient</b>
<b>Identify and consent</b>	Identifies patient suitable for PURM service and takes consent for referral.
<b>Explain and confirm</b>	PURM is an NHS service, is free of charge and that usual prescriptions charges apply, up to 28 days supply equivalent can be made, requires patient to provide evidence. GP will be informed of supply. Patient should call pharmacy within 30 minutes to discuss their requirements.
<b>Action</b>	Provide patient with pharmacy telephone number and email referral to pharmacy. Patient to call pharmacy within 30 minutes
<b>Pharmacy – Step 1</b>	<b>Patient Calls Pharmacy</b>
<b>Action</b>	Check nhs.net email for referral details from NHS111
<b>Identify and consent</b>	Confirm patient identity using information provided by NHS111. Confirm patient wishes to proceed.
<b>Explain and confirm</b>	PURM is an NHS service, is free of charge and that usual prescriptions charges apply, up to 28 days supply can be made, requires patient to provide evidence. GP will be informed of supply.
<b>Check</b>	Identify medicine required. Emergency supply criteria are met (see checklist). Patient / carer can attend the pharmacy. Medication available in pharmacy.
Action (if supply can be made)	Ask patient to attend pharmacy to obtain supply. Record information from referral and telephone call on PURM record form.
<b>Action (if supply cannot be made)</b>	<b>Provide advice and / or refer patient to GP OOH using access number.</b> Record information from consultation on PURM record form.
<b>Action (if patient does NOT make contact)</b>	Make 3 attempts to contact patient using referral details. After 3 <sup>rd</sup> attempt close the referral and leave message to the same effect for patient
<b>Pharmacy – Step 2</b>	<b>Patient attends pharmacy</b>
<b>Identify and consent</b>	Confirms patient identity. Confirms patient wishes to proceed.
<b>Explain and confirm</b>	Review information provided so far. Confirm emergency supply appropriate.
<b>Check</b>	Evidence of previous supply (if provided). Emergency supply criteria are met (see checklist).
<b>Action (if supply can be made)</b>	Make supply and / or provide advice. Make referral to usual pharmacy if appropriate. Take prescription charge (if applicable). Ask patient to sign and complete declaration / consent to follow up.
<b>Action (if supply cannot be made)</b>	<b>Provide advice and / or refer patient to GP OOH using access number.</b> Record information from consultation on PURM record form. Complete and send GP notification form.
<b>Pharmacy – Step 3</b>	<b>Administration</b>
<b>Record</b>	Enter record into IT system provided by NHS England ( <a href="https://salus.anenta.com/users/sign_in">https://salus.anenta.com/users/sign_in</a> )