







	<h3>Handling NHS 111 Referrals – Urgent Supply of Medicines</h3> <p>Understand the Nature of the Referral</p> <ul style="list-style-type: none"> An NHS 111 referral is a request for a consultation, not an instruction to supply. Pharmacists must assess clinical appropriateness before making a medication supply, in line with PGDs and service specifications.
	<h3>Confirm Eligibility & Clinical Need</h3> <ul style="list-style-type: none"> Ensure the patient meets the criteria for urgent supply: <ul style="list-style-type: none"> NHS patient registered with a GP in England. The pharmacist must interview the patient and be satisfied that the medication is urgently needed and a prescription cannot be obtained without undue delay. Use the Summary Care Record (SCR) or local shared care records to confirm: <ul style="list-style-type: none"> Medication history. Last issue date. Dosage and quantity. Ensure the medicine is urgently required to prevent health deterioration
	<h3>Know What You Can and Can't Supply</h3> <ul style="list-style-type: none"> Do not supply: <ul style="list-style-type: none"> Schedule 1–3 controlled drugs (except phenobarbital for epilepsy). You can supply: <ul style="list-style-type: none"> Schedule 4 and 5 CDs for up to 5 days. Other medicines for up to 30 days, unless limited by pack size or clinical need.
	<h3>Manage Stock & Referrals Effectively</h3> <ul style="list-style-type: none"> If the medicine is not in stock: <ul style="list-style-type: none"> With patient consent, refer to another Pharmacy First provider using NHS Mail or an assured IT system. Include patient details, medicine required, and clinical urgency. If no pharmacy can supply, refer to General Practice or NHS 111 as appropriate.
	<h3>Record Keeping & GP Notification</h3> <ul style="list-style-type: none"> Complete the consultation record on the same day. Send a post-event message to the patient's GP: <ul style="list-style-type: none"> On the same day or next working day. Use urgent communication routes if clinical follow-up is needed.
	<h3>Use IT Systems Correctly</h3> <ul style="list-style-type: none"> Ensure all Pharmacy First IT system fields are completed: Enter GP practice ODS code (even if optional). Accurately record all consultations and decisions on an NHS assured Pharmacy IT system adhering to defined standards of record keeping Take care when responding to 'Yes/No' questions that you have answered correctly. <p>Referral source and outcome.</p> <ul style="list-style-type: none"> If referred via NHS Mail, select the referral button to ensure proper data capture

	<h3>Patient Communication</h3> <ul style="list-style-type: none"> Clearly explain: <ul style="list-style-type: none"> Why a medicine is or isn't suitable for urgent supply. What steps are being taken (e.g., referral or alternative options). Provide self-care advice and safety-netting where appropriate.
	<h3>Monitor Repeat Use</h3> <ul style="list-style-type: none"> If a patient requests an urgent supply more than twice in a month for the same medicine or regularly requests medication as an urgent supply. <ul style="list-style-type: none"> Consider referral to General Practice unless there's a clear clinical reason. Add a patient note on the pharmacies PMR system.
	<h3>Using the NHS App to Stay on Top of Medication Needs</h3> <p>Order Repeat Prescriptions Anytime</p> <ul style="list-style-type: none"> Patients can request repeat prescriptions 24/7 via the NHS App—no need to wait for surgery opening hour. Requests are sent directly to the GP for approval and then to the nominated pharmacy for dispensing. <p>Track Prescription Status in Real Time</p> <ul style="list-style-type: none"> The new "Amazon-style" prescription tracker is being rolled out on the NHS App it will enable patients to see the status of their prescription with updates like: <ul style="list-style-type: none"> "Waiting for GP approval" "Approved" "Ready to collect" "Dispatched by pharmacy" This helps patients avoid unnecessary trips and ensures they collect medication before running out.

Resources

- [NHS England » Community Pharmacy advanced service specification: NHS Pharmacy First Service](#)
- [Pharmacy First service - Myth busting - Community Pharmacy England](#)
- [NHS Pharmacy First service : CPPE](#)
- [Emergency supply of medicines | Medicines guidance | BNF | NICE](#)