

	Handling NHS 111 Referrals – Urgent Supply of Medicines Understand the Nature of the Referral - 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.
	Confirm Eligibility & Clinical Need - Ensure the patient meets the criteria for urgent supply: 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: - Medication history. - Last issue date. - Dosage and quantity. - Ensure the medicine is urgently required to prevent health deterioration
	Know What You Can and Can't Supply Do not supply: Schedule 1–3 controlled drugs (except phenobarbital for epilepsy). You can supply: 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.
	Manage Stock & Referrals Effectively - If the medicine is not in stock: - 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.
	Record Keeping & GP Notification - Complete the consultation record on the same day. - Send a post-event message to the patient's GP: - On the same day or next working day. - Use urgent communication routes if clinical follow-up is needed.
	Use IT Systems Correctly - 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. Referral source and outcome. - If referred via NHS Mail, select the referral button to ensure proper data capture

	Patient Communication - Clearly explain: - 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.
	Monitor Repeat Use - 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. - Consider referral to General Practice unless there's a clear clinical reason. - Add a patient note on the pharmacies PMR system.
	Using the NHS App to Stay on Top of Medication Needs Order Repeat Prescriptions Anytime - 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. Track Prescription Status in Real Time - 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: “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](#)