

Pharmacy First Service: Top Tips for Urgent Supply of Medicines

Here's a concise list of 10 key tips that covers the essential aspects of providing the Urgent Supply of Medicines Pharmacy First Pathway

1	Understand NHS 111 Referrals NHS111 referrals are a request for consultation, not an instruction to supply. You must always assess clinical appropriateness.	6	Use IT Systems Properly Fill in all required fields, including GP ODS code, referral source, and outcome. Select referral buttons when using NHS Mail
2	Confirm Eligibility Ensure the patient is registered with a GP in England and the pharmacist must interview the person and be satisfied that the item is urgently needed and a prescription cannot be obtained without undue delay. Use SCR or shared care records to verify medication history.	7	Communicate Clearly with Patients Explain decisions, next steps, and provide self-care advice and safety-netting where appropriate.
3	Know What Can Be Supplied Do not supply Schedule 1–3 CDs (except phenobarbital for epilepsy). You can supply Schedule 4 & 5 CDs (up to 5 days) and other medicines (up to 30 days).	8	Monitor Repeat Use If a patient requests urgent supply more than twice a month for the same medicine, consider GP referral and note in PMR
4	Manage Stock & Referrals If out of stock, refer to another Pharmacy First provider using NHS Mail or IT systems, with patient consent. Escalate to GP or NHS 111 (via Health Professionals Line) only if no suitable pharmacy has stock.	9	Promote NHS App Use Encourage patients to use the NHS App to order repeat prescriptions, track status, and avoid running out of medication.
5	Record Keeping & GP Notification Complete records on the same day and send post-event messages to the GP promptly. Use urgent routes if follow-up is needed.	10	Refer to the Service Specification Always use the Pharmacy First Service Specification as your primary reference for clinical and operational guidance.