**Norfolk & Waveney Local Emergency Supply Service: Quick Guide**

The purpose of the Community Pharmacy Emergency Supply Service is to ensure that patients can access an urgent supply of their regular prescription medicines where they are unable to obtain a prescription before they need to take their next dose. The service may be needed because the patient has run out of a medicine, or because they have lost or damaged their medicines, or because they have left home without them. **The aim of this service is to relieve pressure on urgent and emergency care services, so it is important all Pharmacists, including locums, are aware of this facility and use it wisely to prevent unnecessary calls to 111 and other OOH services.**In an emergency, a pharmacist can supply prescription only medicines (POMs) to a patient (who has previously been prescribed the requested POM) without a prescription at the request of the patient. This transaction is governed by the Regulation 225 of the Human Medicines Regulations 2012

<http://www.legislation.gov.uk/uksi/2012/1916/regulation/225/made>

<http://psnc.org.uk/norfolk-lpc/wp-content/uploads/sites/61/2015/03/emergency-supply-qrg.pdf>

This local service allows **Pharmacists in Norfolk & Waveney** to make this supply directly, **without referral from 111**, **at NHS expense** where the pharmacist deems that the patient has immediate need for the medicine. **This service does not extend existing or infer new powers of supply: that is to say if you could not make the supply under the regulations you cannot make the supply under this service.**

This service is available to all patients registered with a GP within the UK. i.e. no geographical restriction in the UK. The service operates at weekends, evenings and all other times when a supply can be truly justified under the legislation. We would strongly advise that the patient’s Summary Care Record (SCR) is accessed, with consent, to inform this decision wherever possible, along with the NHS Prescription Tracker. The patient must consent to details of the supply being shared with their GP.

Often there is no clear right or wrong answer of whether or not to make a supply and the pharmacist will have to rely on their clinical judgement having considered the information available (as above). Supplies of certain medication are prohibited by legislation (see link above), and we have agreed locally that supplies of any POM medication known to be liable to abuse (e.g. Pregabalin) are not made under the scheme without consulting an on-call 111 clinician. ***The decision to supply (or not) rests solely with the Pharmacist.***

* **You must record such supplies as required under legislation.**
* **Normal prescription charges apply. A template exemption form can be found on the service page on PharmOutcomes.**
* **You should also enter the supply via the Pharmoutcomes reporting system, as this then makes the claim for payment and sends a record of the supply to the patient’s GP.**
* **If (e.g. as a locum on a weekend) you are unable to access PharmOutcomes, you should make the legal records required and leave information about the supply for the regular pharmacist to enter the details on PharmOutcomes as soon as reasonably practicable on the next working day.**

**Further information on this service, including guidance on PharmOutcomes sign up and reporting, can be found on your LPC website:**

<https://psnc.org.uk/norfolk-lpc/commissioned-services/funded-emergency-supplies/>

<https://psnc.org.uk/suffolk-lpc/locally-commissioned-services/funded-emergency-supply-service/>