Obtaining Repeat Medications in an Emergency

Information for patients, relatives and carers

Pharmacy Department

ℹ️ For more information, please contact:

Medicines Information
on telephone number: 01904 725960

or via email at: medicines.information@york.nhs.uk
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Advice for patients requiring urgent medication or prescriptions

If you run out of medicines over a holiday period or while you are away from home there are ways to get an emergency supply without attending the hospital Emergency Department.

For prescription medicines, a pharmacy or GP out-of-hours service should be able to help.

Non-prescription medicines such as paracetamol or cough mixture are available from high street pharmacies, most supermarkets, and other shops.

Tip

If you use prescription medicines, always keep a record of your current prescription medicines as set out in your usual prescription form.
Pharmacies

A pharmacy is an excellent source of advice and you are able to obtain medication from a pharmacist in an emergency subject to certain conditions.

The medication must have been previously prescribed to you by a doctor, dentist or other prescriber in the UK or an EEA or Swiss doctor or dentist.

To be able to make a safe emergency supply the pharmacist must:

• Be able to interview the patient, usually face to face.
• Be satisfied that the medication is needed immediately.
• Be able to establish the correct strength and dose of the treatment required.
Pharmacists are able to supply up to 30 days treatment in an emergency however there are some exemptions:

- Permitted controlled medications (controlled drugs) – only a small number of controlled drugs may be supplied in an emergency and the quantity is limited to a maximum of five days supply.
- Insulin, ointments, creams and inhalers – the smallest pack size may be supplied.
- The oral contraceptive pill – a full treatment cycle may be supplied.

This is not an NHS service so you will be charged for the cost of treatment. The price will depend on the medication, quantity and pharmacy charges.
Finding a Local Pharmacy

The following pharmacies are open late and over 7 days in York, please contact each pharmacy for individual opening times as these may be subject to change.

For information on pharmacy opening hours on bank holidays and for pharmacies without extended opening hours please refer to www.nhs.uk or dial 111.

Healthcare at Home - YO31 8HE
(Situated in the main entrance to York Hospital)
Tel: 01904 721991

Monkbar Pharmacy - YO1 7LJ
Tel: 01904 626181

Asda Monks Cross - YO32 9LF
Tel: 01904 689410

Boots Monks Cross - YO32 9GX
Tel: 01904 656360
Sainsburys Monks Cross - YO32 9LG
Tel: 01904 613779

Tesco Clifton Moor - YO30 4XZ
Tel: 01904 819247

Tesco Tadcaster Road - YO24 1LW
Tel: 01904 819447

Priory Pharmacy – YO24 3WX
Tel: 01904 721541

Huntington Pharmacy - YO32 9RU
Tel: 01904 721724

Haxby Group Pharmacy - YO32 2LL
Tel: 01904 721722
GP Out of Hours Service

If you are unable to obtain your medication from a pharmacy it is possible that a GP out of hours service may be able to help you. This service is available when GPs are closed on evenings, weekends and bank holidays.

You may have to have a consultation with a GP and if possible they will supply a prescription for a limited amount of medication. This will depend on the medication you require and how essential it is. This prescription will still need to be supplied by a community pharmacy.

To contact the GP out of hours service please dial 111. Further details are available on www.nhs.uk.
Local GP Practices

If they are opening, you may be able to see a GP in a local practice in York. The nearest GP practices to the hospital are:

**Minster Health**
35 Monkgate
YO31 7WE
Tel: 01904 626234

**Rawcliffe Surgery**
Water lane
YO30 6ND
Tel: 01904 654228

**York Medical Group**
35 Monkgate
YO31 7PB
Tel: 01904 342989

**Clifton Health Centre**
Water Lane
YO30 6PS
Tel: 01904 623259

**The Surgery**
32 Clifton
YO30 6AE
Tel: 01904 653834

**28 Gillygate**
YO31 7WQ
Tel: 01904 624404

Our emergency department is there for very serious or life-threatening situations and we ask people to make appropriate use of all the available services to help to ensure that only patients with a real emergency come to hospital. This gives us more time to dedicate to those patients who really need us. Thank you for your help.
Tell us what you think

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact Pharmacy Department, The York Hospital, Wigginton Road, York, YO31 8HE or telephone 01904 631313.

Teaching, Training and Research

Our Trust is committed to teaching, training and research to support the development of staff and improve health and healthcare in our community. Staff or students in training may attend consultations for this purpose. You can opt-out if you do not want trainees to attend. Staff may also ask you to be involved in our research.

Patient Advice and Liaison Service (PALS)

The York based team can be contacted on 01904 726262, or via email at pals.york@york.nhs.uk

The Scarborough based team can be contacted on 01723 342434, or via email at pals.scarborough@york.nhs.uk

Answer phones are available out of hours.
Please telephone or email if you require this information in a different language or format

如果你要求本資訊是以不同的語言或版式提供，請致電或寫電郵

Jeżeli niniejsze informacje potrzebne są w innym języku lub formacie, należy zadzwonić lub wysłać wiadomość e-mail

Bu bilgileri değişik bir lisanda ya da formatta istiyorsanız lütfen telefon ediniz ya da e-posta gönderiniz

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Braille  Audio e.g. CD
Large print  Electronic

Owner: Medicines Information
Date first issued: July 2014
Review Date: June 2016
Version: 1 (issued July 2014)
Approved by: Medicines Policy Group – July 2014
Document Reference: PI 876 v1

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