# Patient Pathway

**Patient Calls 111 for repeat prescription request**

**Patient triaged to community pharmacy**

*Patient offered choice of community pharmacy providing NUMSAS*

*Ideally the patient must be able to attend the pharmacy in person.*

*Telephone number of pharmacy given to patient by 111*

*NB Most Call Advisors are non-clinical*

NHS.net email or other secure electronic message sent to community pharmacy

**Patient doesn’t contact pharmacy**

*Pharmacy makes 3 attempts to contact patient.*

**Patient telephones pharmacy**

*Assessment of request and ability to attend pharmacy*

**No Supply**

*Pharmacist assessment that emergency supply not required*

**Emergency supply**

*Pharmacist assessment that supply required and is legal*

**Drug not stocked**

*PURM request forwarded onto a pharmacy with stock of item(s) required*

**Referral to GPOOH**

*Emergency supply required but not possible for legal reasons e.g. controlled drugs*

**Another Reason for No Supply**

*EPS Rx dispensed, Patient buys item; Supply not necessary/clinically appropriate*

**Emergency supply**

*Patient (or representative) attends pharmacy to complete supply*