

**Patient Group Direction for the supply of**

**Urgent Repeat Medicine Service (URMS)**

**For use when GP surgeries are closed  
(With the exception of visitors to Gloucestershire)**

Authorisation of Supply or Administration

**Community Pharmacy  
Name and Address:**

Sanger House  
5220 Valiant Court  
Gloucester Business Park  
Brockworth  
Gloucester  
GL3 4FE

This document has been written and authorised on the understanding that it remains in its entirety with no additions, omissions or alterations.

Prepared By: The Patient Group Directions Working Group

**Date Direction Comes Into Force: 01.4.2019**

**Date Direction Expires: 31.03.2021**

Chief executives should ensure that any current or new PGDs comply with new legal requirements and the guidance set out in circular HSC 2000/026 and by the [MHRA](#)

| Version number  | Change details   | Date       |
|-----------------|--|------------|
| URMS 2019 vs2.2 | Addition of CD regulations for gabapentin and pregabalin<br>Addition of consent to share information with other pharmacies   | Feb 2019   |
| URMS 2017 vs2.1 | Addition of pharmacy sign off box  | May 2017   |
| URMS 2017.1     | Clarity around duration of supply.<br>Reference to the appropriate use of Summary Care Records and reporting via PharmOutcomes.<br>List of pharmacies providing this service updated.<br>Time frame added for informing the GP practice  | April 2017 |
| URMS 2015.1     | New OOH number<br>Inclusion of obligation to let OOH know details of patients who are considered to have inappropriately contacted the pharmacy for supply under URMS<br>To phone another pharmacy before redirecting patients for supply under PGD to ensure stock required is available (obtain consent) | May 2015   |

|             |  |            |
|-------------|--|------------|
| URMS 2014.3 | Review – Inclusion of supply 'in GP working hours' for people visiting Gloucestershire.(i.e. registered with GP elsewhere) | Oct 2014   |
| URMS 2014.2 | Review – Updated with new CD legislation   | Jun 2014   |
| URMS 2014.1 | Review – Inclusion of PharmOutcomes information  | April 2014 |

## Purpose of the Patient Group Directions (PGDs)

To enable a pharmacist (or other specified healthcare professional) who has received specific, appropriate training and has been assessed as competent to administer or supply drugs in accordance with the following patient group direction and recommendations issued by the Department of Health 1998 and the General Pharmaceutical Council (GPhC) Standards for Pharmacy Professionals. <http://www.pharmacyregulation.org/standards>

All information contained within this document was correct at the time of going to press. It is acknowledged that systems and processes change over time and that new drugs may be introduced. As licences vary, if a new brand is introduced it will not necessarily be covered within its corresponding PGD. If there are changes to practice, or the need for more PGDs to be developed, please contact the prescribing adviser at NHS Gloucestershire Clinical Commissioning Group (CCG).

For full product information please refer to the appropriate Summary of Product Characteristics (SPC) or visit the website at: [www.emc.medicines.org.uk](http://www.emc.medicines.org.uk)

### **Important factors to consider**

It is important that pharmacists involved with PGDs understand the scope and limitations of PGDs as well as the wider context into which they fit to ensure safe, effective services for patients.

The supply and administration of medicines under a PGD should only be reserved for those limited situations where this offers an advantage for patient care, without compromising patient safety.

Ref Medicines, Ethics and Practice (MEP) the Professional Guide for Pharmacists (latest edition) RPharmS under "Emergency Supply" section <https://www.rpharms.com/>

Or  
Emergency Supply regulations <https://bnf.nice.org.uk/guidance/emergency-supply-of-medicines.html>

**Individual Pharmacist Agreement:**

By signing this Patient Group Direction (PGD) you are indicating that you agree to its contents and that you will work within it. (Pharmacists working in several pharmacies need only sign one declaration but all pharmacy addresses should be listed below.)

PGDs do not remove inherent professional obligation or accountability

It is the responsibility of each professional to practise only within the bounds of their own competence. You cannot delegate tasks under this PGD to anyone else.

If this is an update or replacement PGD please ensure that all older versions are withdrawn from use with immediate effect.

It is your responsibility to make sure you are using the current version.

- I have read and understood the Urgent Repeat Medication Service Patient Group Direction (URMS PGD), and agree to supply medication as detailed in the PGD within

.....Pharmacy Address(s) if more than one please use table below

- I agree that I fulfil the professional and additional criteria specified in the PGD and am competent to operate under this PGD
- By agreeing to act as an authorised practitioner under this PGD I am extending my role but this extension has not been a compulsory requirement.

| Name of Pharmacist | GPhC number | Signature | Date | Location(s) |
|--------------------|-------------|-----------|------|-------------|
|                    |             |           |      |             |

**Please note:** All pharmacists using this PGD should retain a 'fully signed' copy for their personal use/files.

The signatures required to comply with a **'fully signed copy'** are:

1. The signature of the practitioner themselves (above)
2. The signature on Page 11 of this PGD of the Clinical Governance Lead for the Pharmacy. This may also be the person above, but the signature on page 11 demonstrates the PGD has been approved for use at each location. (The Clinical Governance Lead is a role that is required with the Community Pharmacy Contractual Framework.)

**Pharmacy Contractors:** Please ensure you:

- Retain a 'fully signed' copy (both signatures as above) of the PGD for their files as this is a legal document.
- This PGD must be used in conjunction with the Service Level Agreement. **Page 11** of this document to be sent along with signed SLA address below:

*Cherri Webb NHS Gloucestershire Clinical Commissioning Group, Sanger House, 5220 Valiant Court, Gloucester Business Park, Brockworth, Gloucester GL3 4FE*

Patient Group Direction for:

**Urgent Repeat Medication Service (URMS)**  
**For use when GP surgeries are closed**  
**(With the exception of visitors to Gloucestershire)**

**1. Medicine details**

|                               |   |
|-------------------------------|---|
| Medicine name                 | Any repeat medicine included in the scope of the PGD. (See Appendix 1 for medicines excluded under this PGD; page13)  |
| Form (e.g. tabs inj. etc.)    | Any form of medication provided it is covered by this PGD (See Appendix 1 for medicines excluded under this PGD)  |
| Strength                      | Whenever possible the patient should be supplied with the same manufacturer's preparation, dosage form and strength normally prescribed and dispensed on repeat prescription. However, in exceptional circumstances these can be altered provided it is equivalent in terms of active base drug and dosage regimen. (i.e. the salt can vary provided product and dose is bioequivalent)   |
| Dose including frequency      | As normally prescribed by the patient's GP or if not known then as recommended by the BNF or BNF for Children. The pharmacist should use their professional judgement on the course of action should a dose be unknown.   |
| Legal Category (POM,GSL or P) | The legal status can be Prescription Only Medicine (POM), Pharmacy Only (P), General Sales List (GSL) and Schedule 4 or 5 Controlled Drug (CD) depending on the specific medicine.<br><b>NOTE: See Appendix 1 for medicines excluded under this PGD</b>   |
| Route of administration       | Oral, topical or injectable (See Appendix 1 for medicines excluded under this PGD)  |
| Duration of treatment         | Length of treatment; (POMs and CDs differ please see below)<br><br><b><u>Length of supply of Prescription Only Medicines (POMs)</u></b><br>For any POM covered by this URMS PGD, the preferred option would be for 28 days' supply to be provided (but no more than 30 days treatment for any item).<br>The only exceptions to this would be were the requested item is: <ul style="list-style-type: none"> <li>• Insulin, an ointment, a cream, or respiratory inhaler (i.e. the packs cannot be broken) the smallest pack available in the pharmacy should be supplied</li> <li>• An oral contraceptive, a full treatment cycle should be supplied</li> <li>• Methotrexate or other DMARD medications which require regular blood tests – maximum of one week's supply under this PGD</li> <li>• Antibiotics: <ul style="list-style-type: none"> <li>• Antibiotics would not normally be considered to be repeat medicines. In exceptional circumstances where the pharmacist is satisfied that treatment is regular or appropriate, an urgent supply may be issued for the number of doses necessary to cover the patient until their surgery is open again.</li> </ul> </li> </ul> <p style="text-align: right;"><i>(continued)</i></p> |

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| Duration of treatment (continued) | <ul style="list-style-type: none"> <li>• Where the pharmacist is satisfied that is appropriate to supply an antibiotic under this PGD and it is required in liquid form for oral administration, the smallest quantity that will provide a full course of treatment should be supplied. These preparations are only likely to be required for long-term prophylactic treatment.</li> </ul> <p><i>(NB: Pharmacists should also consider whether it is appropriate to supply less than the maximum quantity allowed in legislation. Professional judgment should be used to supply a reasonable quantity that is clinically appropriate and lasts until the patient is able to see a prescriber to obtain a further supply)</i></p> <p><b><u>Length of supply of Controlled Drugs (CDs)</u></b></p> <ul style="list-style-type: none"> <li>• <b>Most CDs cannot be supplied under this PGD</b> – Although morphine sulphate oral solution 10mg/5ml (Oramorph) is a POM, it <b>CANNOT</b> be supplied under this PGD (See Appendix 1 page13 below for complete list)</li> <li>• The following CDs may be supplied under the PGD provided the restrictions covering clinical reason and short duration of supply outlined below apply: <ul style="list-style-type: none"> <li>• Schedule 3 – Phenobarbital for epilepsy or</li> <li>• Schedule 4 – Diazepam or Lorazepam, for anxiety</li> <li>• Schedule 5 – Codeine containing products, codeine alone, Dihydrocodeine or Co-codamol</li> </ul> </li> </ul> <p><b>The maximum quantity permitted for these CD items listed above under this URMS PGD is <u>five days</u> treatment only. Also, only <b>TWO</b> supplies of these medicines may be made under this PGD in a six month period; although a supply for two consecutive months is <u>not</u> permitted.</b></p> |
| Administration details            | <ul style="list-style-type: none"> <li>• In accordance with each product's Summary of Product Characteristics (SPC) available online at <a href="http://www.emc.medicines.org.uk">www.emc.medicines.org.uk</a></li> </ul>  |
| Storage instructions              | <ul style="list-style-type: none"> <li>• In accordance with each product's (SPC) available online at <a href="http://www.emc.medicines.org.uk">www.emc.medicines.org.uk</a></li> </ul>   |
| Potential adverse reactions       | <ul style="list-style-type: none"> <li>• See BNF for full list and the manufacturers (SPC) available at <a href="http://www.emc.medicines.org.uk">www.emc.medicines.org.uk</a></li> </ul>  |
| Management of adverse reactions   | <p>It is unlikely that any new adverse reaction will occur since this PGD only provides medicines which have already been prescribed and administered.</p> <p>However if an adverse reaction occurs:</p> <ul style="list-style-type: none"> <li>• Advise patient to stop treatment</li> <li>• For adults over the age of 18 years, any serious adverse reactions to prescribed medication not designated as ▼ should be reported to the MHRA* using the Yellow Card System.</li> <li>• For children under the age of 18 years, all adverse reactions must be reported.</li> <li>• For prescribed medication designated as ▼, all adverse reactions in adults and children must be reported.</li> </ul> <p>*MHRA (Medicines &amp; Healthcare Products Regulatory Agency). The preferred method of reporting is on-line via <a href="http://www.yellowcard.gov.uk">www.yellowcard.gov.uk</a></p>   |

**2. Administration/supply criteria**

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| <p>Clinical condition or situation</p> | <p>There are two patient groups covered by this PGD:</p> <ul style="list-style-type: none"> <li>• Patients registered with a GP <b>within</b> Gloucestershire</li> <li>• Patients registered with a GP <b>outside</b> Gloucestershire</li> </ul> <p>1. <b>Patient registered with a GP within Gloucestershire (adult or child over the age of 5 years)</b><br/> Any current repeat medicines supplied under this PGD must have been prescribed by the patient's GP practice, not any other prescriber e.g. Change Grow Live (CGL), OOH or as a result of Outpatient appointment.<br/> The urgent repeat medicines may be supplied when the pharmacist is satisfied the request is genuine at times:</p> <ul style="list-style-type: none"> <li>• When the patient's surgery is closed or an 'Out-of-Hours' (OOH) service is in operation and the supply cannot wait until the next surgery opening time.</li> <li>• At other times as necessary and as clearly specified by the commissioning body in a separate direction.</li> </ul> <p>2. <b>Patient registered with a GP outside Gloucestershire (adult or child over the age of 5 years)</b> Patients visiting Gloucestershire who require an urgent supply of their repeat medicine (usually prescribed by their GP practice in their home county) may receive a supply at any time during pharmacy opening hours irrespective of Gloucestershire GP surgeries being open:</p> <ul style="list-style-type: none"> <li>• Supplies of routine repeat medicines may be provided for this group of patients at any time of the day in order to avoid the patient having to register as a temporary resident with a local GP surgery providing the pharmacist is satisfied the request is genuine as specified within the PGD. (The patient's surgery may be contacted by the supplying pharmacy during opening hours to confirm the requested repeat medications.)</li> <li>• Supplies may be provided for this group of patients when the 'Out-of-Hours' (OOH) service is in operation provided the pharmacist is satisfied the request is genuine as specified within the PGD.</li> </ul> |
| <p>Inclusion criteria</p>              | <p>The pharmacist must satisfy themselves that the situation is appropriate for urgent medicines to be supplied under this PGD, and the request is genuine. In order to determine this, the patient or carer must be interviewed by the pharmacist, preferably face to face (if this is not possible consider using the telephone to contact the patient to gather the relevant information).</p> <p>In the case of children over the age of 5 years, where appropriate, the parent/guardian or carer should be interviewed.</p> <p><b>All</b> of the following criteria are necessary for supply:</p> <ul style="list-style-type: none"> <li>• Genuine reason ascertained</li> <li>• The patient must be registered with a NHS general practitioner (GP).</li> </ul> <p style="text-align: right;">Continued</p>   |

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| <p>Inclusion criteria (continued)</p> | <ul style="list-style-type: none"> <li>• The patient must have been previously prescribed the medicine(s) requested under this PGD by a medical or non-medical-independent prescriber within the GP practice. The patient must be able to provide information concerning the name, dose and strength of the item(s) needed. Ideally an empty medication pack(s) or GP 'repeat order form' should be available. Additional information concerning the condition being treated would help support the request. Pharmacists may also ask patients for consent to access their Summary Care Record (SCR) to confirm medication details. Pharmacists should follow their own SOPs for accessing SCR.</li> <li>• The patient must agree that relevant clinical information may be shared between their GP and the pharmacist</li> <li>• Patient is medically stable and there has been no recent deterioration in the clinical condition for which they are seeking the urgent supply of medication. Consideration should be given to whether it would be more appropriate for the patient to be referred to GP, Out-of-Hours Service doctor, or emergency services as indicated.</li> <li>• Information about allergies.</li> </ul> <p>Where a pharmacist deems the supply of urgent repeat medication is appropriate but the required stock item is not available at that pharmacy, the patient must be referred to the nearest community pharmacy also providing this service under the URMS PGD. Ensure consent to share any patient information with another pharmacy is obtained prior to referral. See end of PGD for a list of pharmacies able to provide URMS service. Please phone them to ensure supply can be made before referring patients on.</p> <p>Where the community pharmacist is not satisfied that the situation is appropriate/genuine for supply under this PGD. The pharmacist must contact the Out-of-Hours Service using the referral process to alert them that the patient is seeking medication inappropriately and provide patient name and details of request.<br/>(Out of Hours phone number within Appendix 3)</p> <p>For a list of participating pharmacies see pages 18-20 of this PGD<br/>Relevant bank holiday pharmacy rota can be accessed on <a href="http://www.nhs.uk">www.nhs.uk</a></p> |
| <p>Exclusion criteria</p>             | <ul style="list-style-type: none"> <li>• Pharmacist is not satisfied that the situation is appropriate/genuine for supply under this PGD</li> <li>• Repeat supply is not considered to be urgent.</li> <li>• Child under the age of 5 years</li> <li>• The patient is not registered with a NHS GP.</li> <li>• The patient does not agree that relevant clinical information may be shared between their GP and the pharmacist.</li> <li>• The medicine is not allowed on a NHS prescription.</li> <li>• Any Schedule 1 or 2 controlled drug (CD)</li> </ul> <p style="text-align: right;">Continued</p>   |

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| Exclusion criteria (continued)   | <ul style="list-style-type: none"> <li>Any Schedule 3 CD's with the exception of phenobarbital when used in the treatment of epilepsy. <b>Please note: TRAMADOL, GABAPENTIN and PREGABALIN are now Sch. 3 CD's so supplies are <u>NOT</u> permitted under this URMS PGD</b></li> <li>Any Schedule 4 CD with the exceptions of Diazepam or Lorazepam for the treatment of anxiety, and Clobazam for the treatment of epilepsy. (See Appendix 1 (pages 13-14))</li> <li><b>Please note:</b> Zopiclone and Zaleplon are Sch. 4 CDs from 10<sup>th</sup> June 2014 and <u>cannot</u> be supplied under this URMS PGD.</li> <li>Schedule 5 CDs may only be supplied under this URMS PGD where there is <b>strict compliance</b> to the restrictions outlined in Appendix 1 pages 13-14 of this document</li> <li>Medicine is for 'specialist' or 'diagnostic' use or is not licensed for use in the UK</li> <li>Patient is not stable and there has been recent deterioration in the clinical condition and it would be more appropriate to see a GP or Out-of-Hours Service doctor as appropriate</li> <li><b>Note:</b> An exclusion from use under PGD does NOT mean the urgent supply cannot be obtained by other means. Refer to GP or Out-of-Hours doctor, or consider OTC preparations as appropriate. See Appendix 3 below (page 17) for referral template and contact telephone number for Out of Hours Service. The details will need to be phoned through not faxed.</li> </ul> |
| Cautions/Need for further advice.  | <p><b>General:</b><br/>Where further advice is required – refer to GP or Out-of-Hours doctor as appropriate. (Appendix 3 below page 17)</p> <p><b>Pregnancy and breastfeeding:</b><br/>Ensure item(s) requested are suitable for use during pregnancy or breastfeeding</p> <p><b>Drug interactions:</b><br/>Ensure item(s) requested have no drug interactions</p>   |
| <p>General action for patients excluded from or not consenting to urgent supply or if patient/parent/guardian declines urgent supply on behalf of a child.</p> <p>Adults are classified as 18 years of age or over</p> | <ul style="list-style-type: none"> <li>Patients who decline urgent supply should have the consequences or alternative means of obtaining a supply explained</li> <li>Document/ record the reason for refusal or informed dissent, on PMR or in a log book kept solely for this purpose.</li> <li>Seek further medical advice if appropriate</li> <li>Advise patient to visit GP or Out-of-Hours (Appendix 3 referral template)</li> </ul>  |
| Written / verbal advice to be given to patient or carer  | <ul style="list-style-type: none"> <li>Issue the patient information leaflet with supply</li> <li>The equivalent of the normal NHS prescription charge per item and current NHS exemptions will be applicable to this scheme. All due charges must be collected by the pharmacy at the time of supply under this PGD, and recorded on the Medicine Supply record (Appendix 2)</li> <li>The patient's signature is required as declaration of exemption or payment of usual NHS fee per item (Appendix 2 template pages 15-16)</li> <li>If appropriate advise patient to contact own GP in future in good time to avoid recurrence.</li> </ul>  |

|                       |  |
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| Referral arrangements | <p>Contact emergency on-call service or GP (when available) if appropriate.</p> <p>OOH –Telephone number within Appendix 3 <b>Health professionals number only NOT to be shared with patients</b></p>  |
| Consent               | <p>In the inclusion criteria it is stated that the patient or their representative must provide consent for relevant clinical information concerning the supply of urgent repeat medication to be shared with the patient's GP by the pharmacist</p> <p>For consent to be valid, the patient/representative must</p> <ul style="list-style-type: none"> <li>• Be competent to take the particular decision</li> <li>• Have received sufficient information to take it</li> <li>• Not be acting under duress</li> </ul> <p>Anyone aged 18 years of over is assumed to be capable of making decisions unless there is reasonable doubt that they lack capacity.</p> <p>Anyone aged 16 to 17 years (young person) is also assumed to be capable of making decisions unless there is reasonable doubt that they lack capacity.</p> <p>Children under the age of 16 can consent to their own treatment if they are believed to have enough intelligence, competence and understanding to fully appreciate what is involved in their treatment. This is known as being 'Gillick Competent' (CQC, 2016).</p> <p>For further guidance please refer to the General Pharmaceutical Council (GPhC) guidelines for professional practice, the Department of Health and/or local consent policy (<a href="http://www.dh.gov.uk">http://www.dh.gov.uk</a>)</p> |
| Records               | <p>Entry must be made on the PGD URMS Medicine Supply Record Form in PharmOutcomes (Appendix 2).</p> <p>This form must be retained for a period of at least two years, but may be held either as a computerised record or a printed paper record. Details to be recorded are:</p> <ul style="list-style-type: none"> <li>• Patient's name,</li> <li>• Patient's address,</li> <li>• Patient's date of birth,</li> <li>• Reason for supply,</li> <li>• Date of supply,</li> <li>• Time of supply</li> <li>• Name of medicine(s) that have been supplied including batch number and expiry date</li> <li>• Patient's doctor and address of surgery.</li> <li>• Record that consent has been obtained.</li> </ul> <p>Record fees paid or reason for exemption. The patients are required to sign the declaration as per reverse of FP10. (Appendix 2 template pages 15-16)</p> <p>Standard labelling rules apply. The medication container or package must be labelled to show:</p> <ul style="list-style-type: none"> <li>• Date of supply,</li> <li>• Dose</li> <li>• Name, quantity and, where appropriate, the pharmaceutical form and strength</li> </ul> <p style="text-align: right;">Continued</p>  |

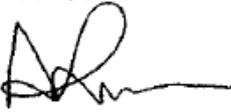
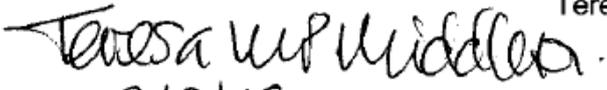
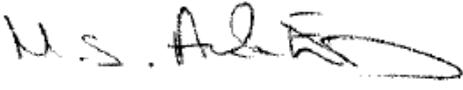
|                     |  |
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| Records (continued) | <ul style="list-style-type: none"> <li>• Name of the patient,</li> <li>• Name &amp; address of the pharmacy</li> <li>• The words “<b>Urgent Supply under PGD</b>”</li> <li>• The words “Keep out of the reach and sight of children” or similar warning.</li> </ul> <p>Notification of the medicines supplied under this PGD must be sent to the patients GP practice. This can be done via PharmOutcomes, or by faxing or posting a copy of the medicine supply record (Appendix 2 below) to the patient’s GP within 48 hours of the supply. This must be done by confirmed secure route. A copy should be kept at the pharmacy for a period of at least two years. This copy will be used for audit purposes and is proof of supply.</p> <p><b>The pharmacy copy may be a computer or manual record but must be the whole medicine supply record</b></p> |
|---------------------|--|

### 3. Characteristics of staff

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|------------------------------|---|
| Professional Group           | Pharmacist currently registered with the General Pharmaceutical Council of GB.  |
| Additional Personal Criteria | <p>All pharmacists must have read and understood, and act in accordance with:</p> <ul style="list-style-type: none"> <li>• Emergency Supply regulations<br/><a href="https://bnf.nice.org.uk/guidance/emergency-supply-of-medicines.html">https://bnf.nice.org.uk/guidance/emergency-supply-of-medicines.html</a></li> <li>• Signed the signature sheet for the PGD <b>which also acts as a self-declaration of competence.</b></li> <li>• Been assessed as competent by the pharmacy clinical governance lead</li> <li>• Completed a competence assessment e.g. using the resource below:<br/><a href="https://www.nice.org.uk/guidance/mpg2">https://www.nice.org.uk/guidance/mpg2</a><br/><a href="https://www.cppe.ac.uk/">https://www.cppe.ac.uk/</a></li> </ul> |
| Additional Training          | <ul style="list-style-type: none"> <li>• Keep up-to-date with changes to recommendations for medicines covered by this PGD</li> </ul>   |

(Signature sheet below)

**4. Signatures**

|   |  |
|---|--|
| <p>Signatures:</p>  | <p>NHS Gloucestershire CCG Clinical Chair<br/>                 Dr Andrew Seymour</p>  <p>Date 29/2/19</p>                         |
|   | <p>NHS Gloucestershire CCG Deputy Director of Quality<br/>                 Teresa Middleton</p>  <p>Date 21/2/19</p>             |
|   | <p>NHS Gloucestershire CCG Executive Nurse and Quality Lead<br/>                 Dr Marion Andrews-Evans</p>  <p>Date 21-2-19</p> |
| <p>To Pharmacy Contractor - Please ensure this is signed by appropriate pharmacist and send a signed copy of this page to Cherril Webb NHS Gloucestershire Clinical Commissioning Group, Sanger House, 5220 Valiant Court, Gloucester Business Park, Brockworth, Gloucester GL3 4FE in addition to a list of pharmacists working under the PGD (page 3)</p> | <p>Clinical Governance Pharmacist (for the Pharmacy)</p> <p>Pharmacy Name.....</p> <p>Name (print).....</p> <p>Signature.....</p> <p>Date.....</p>   |

## Bibliography

BNF – most recent /online

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CPPE website: <http://www.cppe.ac.uk/sp/sp4.asp?pid=60&ID=16>

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DH (2009) Reference guide to consent for examination or treatment (2nd ed.)

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/138296/dh\\_103653\\_1.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/138296/dh_103653_1.pdf)

MHRA (2017) Yellow card <https://yellowcard.mhra.gov.uk/>

## Membership of the PGD Working Group

|                      |  |
|----------------------|--|
| Teresa Middleton     | NHS Gloucestershire Deputy Director of Quality                   |
| Andrew Seymour       | NHS Gloucestershire CCG Clinical Chair                           |
| Marion Andrews-Evans | NHS Gloucestershire CCG Executive Nurse and Quality Lead         |
| Julie Symonds        | NHS Gloucestershire CCG Deputy Director of Nursing               |
| Liz Ponting          | NHS Gloucestershire CCG Senior Medicines Optimisation Pharmacist |

## APPENDIX 1

### Medicines NOT to be supplied under the Urgent Repeat Medicines Service Patient Group Direction (URMS PGD) and any exceptions

- **Controlled Drugs**

- **All Schedule 1 or 2 CDs CANNOT be supplied under this URMS PGD.**  
*(Schedule 2 includes opiates (e.g. diamorphine, morphine, and methadone), major stimulants (e.g. amphetamines) and quinalbarbitone).*
- **Morphine sulphate oral solution 10mg/5ml (oramorph) CANNOT be supplied under this URMS PGD.** (Although this is legally a POM).
- **All Schedule 3 CDs CANNOT be supplied under this URMS PGD, with the exception of Phenobarbital when prescribed for the treatment of epilepsy;** provided the preparation does not contain any of the other substances in Schedules 1, 2, or 3 to the Misuse of Drugs Regulations 2001. Any supply must also comply with the 'Conditions/Restrictions' below.

**Please note: Tramadol, gabapentin and pregabalin are now Schedule 3 CD's and CANNOT be supplied under the URMS PGD**

*(Schedule 3 controlled drugs include minor stimulants and other drugs (such as buprenorphine, temazepam, midazolam and phenobarbital) that are less likely to be misused (and less harmful if misused) than those in Schedule 2.)*

- **All Schedule 4 CDs CANNOT be supplied under this URMS PGD, with the exceptions of Diazepam or Lorazepam for the treatment of anxiety, and Clobazam for the treatment of epilepsy.** Any supply must also comply with the 'Conditions/Restrictions' below  
*(Schedule 4 is split into two parts:*  
*Part I (CD Benz POM) – contains most of the benzodiazepines and ketamine.*  
**NOTE** *from Jun 10<sup>th</sup> 2014 Zopiclone and Zaleplon are Sch 4 CD part I drugs).*  
*Part II (CD Anab POM) – contains most of the anabolic and androgenic steroids, together with clenbuterol (an adrenoceptor stimulant) and growth hormones)*
- **Schedule 5 CDs may be supplied under the URMS PGD provided the supply strictly complies with the 'Conditions/Restrictions' below.**  
*(Schedule 5 CDs include codeine, dihydrocodeine and pholcodine. Combinations or the analgesic with other analgesics such paracetamol are included here)*

#### **CONDITIONS/RESTRICTIONS:**

Any CD (Schedules 3-5 as outlined above) permitted to be supplied under the URMS PGD must strictly comply with the following:

- **Only up to a maximum of five days treatment**
- **Only two supplies may be made under this PGD to a particular patient in any 6 month period.** More frequent requests will require referral to GP or Out-of-Hours (OOH) services as appropriate.

Where the pharmacist suspects that the 'spirit' of the is PGD being abused with regard to the requests for supplies of Schedule 3-5 CDs, following questioning of the patient, then over the counter (OTC) alternatives may be a more suitable option for the patient in the short term. (E.g. OTC co-codamol 8/500 instead of POM analgesics.)

Where the request cannot be fulfilled with an OTC preparation referral to the OOH service may be necessary see PGD for guidance.

For full list of each CD schedules see:

[http://www.legislation.gov.uk/ukxi/2001/3998/pdfs/ukxi\\_20013998\\_en.pdf](http://www.legislation.gov.uk/ukxi/2001/3998/pdfs/ukxi_20013998_en.pdf)

- **Injectable preparations**

**NO** injectable medication may be supplied under this URMS PGD with the exception of:

- Insulin for the treatment of diabetes
- Emergency adrenaline for the treatment of allergies (e.g. Anapen)

- Methotrexate or other DMARD medications which require regular blood tests – maximum of one week's supply under this PGD

- **Diagnostic, specialist or unlicensed medication may not be supplied under this URMS PGD.**(e.g. melatonin, methylsergide)

- **Antibiotics**

- These would not normally be considered as repeat medicines. In exceptional circumstances where the pharmacist is satisfied that treatment is regular, an urgent supply may be issued for the number of doses necessary to cover the patient until their surgery is open again.
- Where the pharmacist is satisfied that it is appropriate to supply an antibiotic in oral liquid form under this PGD, the smallest quantity that will provide a full course of treatment should be supplied. These preparations are only likely to be required for long-term prophylactic treatment.

- **Other substances NOT to be supplied under the URMS PGD**

(These are also exceptions to pharmacist 'Emergency Supply' arrangements)

- Ammonium bromide,
- Calcium bromide,
- Calcium bromidolactobionate,
- Embutramide,
- Fencamfamin hydrochloride,
- Fluanisone,
- Hexobarbitone or Hexobarbitone sodium,
- Hydrobromic acid,
- Meclofenoxate hydrochloride,
- Methohexitone sodium,
- Pemoline,
- Piracetam,
- Potassium bromide,
- Prolintane hydrochloride,
- Sodium bromide,
- Strychnine hydrochloride,
- Tacrine hydrochloride,
- Thiopentone sodium

**Appendix 2 URMS Medicines Supply Record**

Complete this form and fax or post it to the patients GP surgery. See the separate list (Appendix 6) for GP addresses

An electronic or paper copy must be retained by the supplying pharmacy for a minimum period of two years.

**Completed forms will be used for audit purposes.**

| Patient's details  |   |  |  |  |  |  |  |  |  |  |                |  |  |  |  |  |          |  |  |
|--|---|--|--|--|--|--|--|--|--|--|----------------|--|--|--|--|--|----------|--|--|
| First name   |   |  |  |  |  |  |  |  |  |  |                |  |  |  |  |  |          |  |  |
| Surname  |   |  |  |  |  |  |  |  |  |  |                |  |  |  |  |  |          |  |  |
| Address  |   |  |  |  |  |  |  |  |  |  |                |  |  |  |  |  |          |  |  |
|  |   |  |  |  |  |  |  |  |  |  |                |  |  |  |  |  |          |  |  |
|  |   |  |  |  |  |  |  |  |  |  |                |  |  |  |  |  |          |  |  |
| Date of birth  |   |  |  |  |  |  |  |  |  |  |                |  |  |  |  |  |          |  |  |
|  |   |  |  |  |  |  |  |  |  |  |                |  |  |  |  |  |          |  |  |
| GP practice  |   |  |  |  |  |  |  |  |  |  |                |  |  |  |  |  |          |  |  |
|  |   |  |  |  |  |  |  |  |  |  |                |  |  |  |  |  |          |  |  |
| GP practice address  |   |  |  |  |  |  |  |  |  |  |                |  |  |  |  |  |          |  |  |
|  |   |  |  |  |  |  |  |  |  |  |                |  |  |  |  |  |          |  |  |
| Medicines supplied   |   |  |  |  |  |  |  |  |  |  |                |  |  |  |  |  |          |  |  |
| Medicine   |   |  |  |  |  |  |  |  |  |  |                |  |  |  |  |  | Quantity |  |  |
|  |   |  |  |  |  |  |  |  |  |  |                |  |  |  |  |  |          |  |  |
|  |   |  |  |  |  |  |  |  |  |  |                |  |  |  |  |  |          |  |  |
|  |   |  |  |  |  |  |  |  |  |  |                |  |  |  |  |  |          |  |  |
| Nature of the emergency that required an emergency supply to be made |   |  |  |  |  |  |  |  |  |  |                |  |  |  |  |  |          |  |  |
|  |   |  |  |  |  |  |  |  |  |  |                |  |  |  |  |  |          |  |  |
| Name of pharmacist authorising supply                                |   |  |  |  |  |  |  |  |  |  | Pharmacy stamp |  |  |  |  |  |          |  |  |
| Date of supply   |   |  |  |  |  |  |  |  |  |  |                |  |  |  |  |  |          |  |  |
| Time of supply   | : |  |  |  |  |  |  |  |  |  |                |  |  |  |  |  |          |  |  |
| Date GP practice notified  |   |  |  |  |  |  |  |  |  |  |                |  |  |  |  |  |          |  |  |
| Pharmacy ODS code  | F |  |  |  |  |  |  |  |  |  |                |  |  |  |  |  |          |  |  |



### Appendix 3

Direct Referral to Out-of-Hours Services

(Telephone: 01452 687001 **NOTE: Health professional's number only NOT to be shared with patients)**

#### DIRECT REFERRAL FORM TEMPLATE

Information required before referring patient to Out-of-Hours (OOH) Service

|  |
|--|
| Patient's Name                                     |
| Patient's Address                                  |
| Patient's Date of Birth (DOB)                      |
| Patient's Doctor                                   |
| Patient's Surgery                                  |
| Brief description of symptoms/ Reason for referral |
| Current Location                                   |
| Date   |

Information OOH will provide

|                     |
|---------------------|
| Time of appointment |
| Location of care    |

**Pharmacies offering URMS Service as of April 2017**

Please phone them to ensure they are able to provide the items and have a pharmacist who is familiar with URMS Service before referring patients on.

| <b>Name</b>             | <b>Address</b>  | <b>Telephone</b> |
|-------------------------|---|------------------|
| Al-Shafa Pharmacy       | 105 Barton Street, Gloucester GL1 4HR   | 1452386604       |
| Alchem Pharmacy         | 12 London Road, Gloucester GL1 3NE  | 1452300181       |
| Alchem Pharmacy - ASPEN | Aspen Centre , Horton Road, Gloucester GL1 3PX  | 01452 506545     |
| Andrew D Byers          | High Street, Moreton-In-Marsh, Gloucestershire GL56 0AL                                   | 01608650306      |
| Asda Pharmacy           | Asda Stores Ltd, Bruton Road, Gloucester GL1 1DS  | 01452833017      |
| Badham Pharmacy         | 2 Blacksmith Lane, Churchdown, Gloucester, GL3 2EU  | 01452856320      |
| Badham Pharmacy         | 62 Hewlett Road, Cheltenham, Gloucestershire GL52 6AH                                     | 01242523762      |
| Badham Pharmacy         | Gloucester City Health Centre, The Park, Montpellier, Gloucester, GL1 1LY                 | 01452 386816     |
| Badham Pharmacy         | 102 Whaddon Road, Cheltenham, Gloucestershire GL52 5NF                                    | 01242 514330     |
| Badham Pharmacy         | 6 Prestbury Road, Cheltenham, Gloucestershire GL52 2PW                                    | 01242 523226     |
| Badham Pharmacy         | 256 London Road, Charlton Kings, Cheltenham GL52 6HS                                      | 01242 515143     |
| Badham Pharmacy         | Unit 7 Block B Belgrave House, Whittle Way, Gloucester Business Park, Brockworth, GL3 4FE | 01452 611089     |
| Badham Pharmacy         | 105 Queens Road, Priors Park, Tewksbury GL20 5EN  | 01684290659      |
| Badham Pharmacy         | 23 Church Road, Bishops Cleeve, Cheltenham GL52 8LR                                       | 01242 672653     |
| Badham Pharmacy         | 33 Morley Avenue, Churchdown, Gloucester GL3 2BL  | 01452712286      |
| Badham Pharmacy         | 4 Stoke Road, Bishops Cleeve, Cheltenham GL52 8RP   | 01242 672211     |
| Badham Pharmacy         | 118 Swindon Road, Cheltenham., GL50 4DP   | 01242 898030     |
| Badham Pharmacy         | Unit 12, Kingsway Local Centre, Kingsway, GLOS, GL2 2ZZ                                   | 01452 724206     |
| Badham Pharmacy         | 84 St Georges Place, Cheltenham, GL50 3QD   | 01242 522412     |
| Badhams Pharmacy        | 9 High Street, Newnham On Severn, Gloucestershire GL14 1BB                                | 01594 516276     |
| Badhams Pharmacy        | 11 The Square, Market Square, Stow On The Wold, GL54 1BQ                                  | 01451 830623     |
| Barber Pharmacies       | Unit 1, Wymans Shopping Centre, Windyridge Road, Cheltenham GL50 4RA                      | 01242221988      |
| Barber Pharmacies       | James Pharmacy, 19 St Georges Road, Cheltenham GL50 3DT                                   | 01242522880      |
| Barber Pharmacies       | Cotswold Pharmacy, Market Place, Northleach, Cheltenham GL54 3EG                          | 01451860295      |
| Barber Pharmacies       | 80 Tennyson Road, St.Marks, Cheltenham GL51 7DB   | 01242 512333     |
| Barber Pharmacies       | Horton G Ltd, 7 Market Place, Cirencester, Gloucestershire GL7 2NX                        | 01285653042      |
| Boots UK Ltd            | 39-43 Cricklade Street, Cirencester, Gloucestershire GL7 1HY                              | 01285653019      |
| Boots UK Ltd            | 92 High Street, Tewkesbury, Gloucestershire GL20 5JZ                                      | 01684 292122     |
| Boots UK Ltd            | 57 High Street, Stroud, Gloucestershire GL5 1AS   | 01453764292      |
| Boots UK Ltd            | 1 High Street, Bream GL15 6JS   | 01594 562271     |
| Boots UK Ltd            | 38-46 Eastgate Street, Gloucester GL1 2AN   | 01452423501      |
| Boots UK Ltd            | 37 Tanglewood Way, Bussage, Stroud GL6 8DE  | 01453 886869     |
| Boots UK Ltd            | Unit F, Gallagher Retail Park, Cheltenham GL51 9RR  | 01242 269387     |
| Boots UK Ltd            | 70-72 Parsonage Street, Dursley, Gloucestershire GL11 4AA                                 | 01453542275      |
| Boots UK Ltd            | 16B Chapel Street, Cam, Dursley GL11 5NU  | 01453 543177     |

| <b>Name</b>  | <b>Address</b>  | <b>Telephone</b> |
|--|---|------------------|
| Boots UK Ltd   | 9-11 Market Street, Cinderford, Gloucestershire GL14 2RT            | 01594 822332     |
| Boots UK Ltd   | 117 Barton Street, Gloucester GL1 4HR                               | 01452 522951     |
| Boots UK Ltd   | Gloucester House, Market Place, High Street, Fairford GL7 4AD       | 01285 712350     |
| Boots UK Ltd   | 197/199 High Street, Cheltenham, Gloucestershire GL50 1DB           | 01242527084      |
| Boots UK Ltd   | Units 3-6 Quedgeley R/P, Quedgeley, Gloucester, GL2 4NF             | 01452 720688     |
| Boots UK Ltd   | London House, The Cross, Minchinhampton, Stroud, GL6 8DE            | 01453 882146     |
| Charlton Pharmacy                                      | 39 Lyefield Road West, Charlton Kings, Cheltenham GL53 8HA          | 01242522207      |
| Cheltenham Pharmacy                                    | Medical Centre, Springbank Way, Cheltenham GL51 0LG                 | 01242255061      |
| Chesterton Pharmacy                                    | 16 Chesterton Lane, Cirencester, Gloucestershire GL7 1XQ            | 01285653539      |
| Day Lewis Pharmacy                                     | 14 Pyart Court, Old Station Way, Coleford GL16 8RG                  | 01594836835      |
| Day Lewis Pharmacy                                     | 42 Park Road, Berry Hill, Nr Coleford GL16 7AG                      | 01594832225      |
| Day Lewis Pharmacy                                     | 19 Broad Street, Newent GL18 1AQ                                    | 01531820443      |
| Day Lewis Pharmacy                                     | Beachley Road, Sedbury, Chepstow NP16 7AA                           | 01291622532      |
| Drybrook Pharmacy                                      | Drybrook Road, Drybrook, Gloucestershire GL17 9JA                   | 01594542517      |
| Dudley Taylor Pharmacies Ltd                           | 3 The Laurels, Clarks Hay, South Cerney GL7 5UA                     | 01285 861123     |
| Dudley Taylor Pharmacies Ltd                           | 87 Matson Avenue, Matson, Gloucester GL4 6LL                        | 01452 526087     |
| Dudley Taylor Pharmacies Ltd                           | Saintbridge Pharmacy, The Surgery, Askwith Road GL4 4SH             | 01452541541      |
| Dudley Taylor Pharmacies T/A Chipping Campden Pharmacy | High Street, Chipping Campden, Gloucestershire GL55 6HB             | 01386 840251     |
| Glevum Pharmacy  | Hadwen Medical Practice, Glevum Way, Abbeydale, Gloucester, GL4 4BL | 01452 303182     |
| Hawkes Pharmacy  | 52 Windermere Road, Cheltenham, Gloucestershire GL51 5PL            | 01242523290      |
| Lloyds Pharmacy  | 80 Church Street, Tewkesbury, Gloucestershire GL20 5RX              | 01684293309      |
| Lloyds Pharmacy  | 11 High Street, Winchcombe, Cheltenham GL54 5LJ                     | 01242 602305     |
| Lloyds Pharmacy  | Rowcroft Medical Centre, Stroud, Gloucestershire GL5 3BX            | 01453 764513     |
| Lloyds Pharmacy  | 56-58 Edinburgh Place, Cheltenham, Gloucestershire GL51 7SA         | 01242 516623     |
| Lloyds Pharmacy  | 94 High Street, Tewkesbury, Gloucestershire GL20 5JZ                | 01684 293125     |
| Lloyds Pharmacy  | 22 Court Road, Brockworth, Gloucester GL3 4EP                       | 01452 863985     |
| Lloyds Pharmacy  | 19 Holmleigh Parade, Tuffley, Gloucester GL4 0QU                    | 01452 527859     |
| Lloyds Pharmacy  | St. Pauls Hospital, Cheltenham GL50 4DP                             | 01242 571590     |
| Lloyds Pharmacy  | 24 Ashcroft Gardens, Cirencester, Gloucestershire GL7 1RB           | 01285 658217     |
| Lloyds Pharmacy  | 1-3 Bell Walk, Gloucester GL1 1XH                                   | 01452 301146     |
| Lloyds Pharmacy  | 9/10 Pyart Court, Railway Drive, Coleford GL16 8RG                  | 01594 832151     |
| Lloyds Pharmacy  | 5 Brookfield Road, Hucclecote, Gloucester GL3 3HA                   | 01452 618377     |
| Lloyds Pharmacy  | Waitrose Store, Honeybourne Way, Cheltenham GL50 3QW                | 01242 512120     |
| Lloyds Pharmacy  | Severnvale Surgery, St James, Quedgeley, Gloucester GL2 4WD         | 01452 728297     |
| Lloyds Pharmacy  | 41-43 Newerne Street, Lydney, Gloucestershire GL15 5RH              | 01594 842847     |
| Lloyds Pharmacy  | 1-2 Abbotswood Centre, Brockworth, Gloucester GL3 4NY               | 01452 863019     |
| Lloyds Pharmacy  | 6 Glevum Centre, Heron Way, Abbeydale GL4 4FF                       | 01452 417714     |
| Lloyds Pharmacy  | 3 Old Market, Nailsworth, Stroud GL6 0DU                            | 01453 832051     |
| Lloyds Pharmacy  | Locking Hill, Stroud, Gloucestershire GL5 1QN                       | 01453 750532     |
| Mitcheldean Pharmacy                                   | 5 Churchill Way, Mitcheldean, Gloucestershire GL17 0AZ              | 01594 544997     |

| <b>Name</b>                   | <b>Address</b>  | <b>Telephone</b> |
|-------------------------------|---|------------------|
| Morrisons Pharmacy            | Greatfield Park, Shurdington Road, Up Hatherley, Cheltenham GL51 3BW          | 01242 862803     |
| Northway Chemist              | Northway Centre, Northway, Tewksbury GL20 8TW                                 | 01684 299499     |
| O'Connor Pharmacies Ltd       | 7 Glenville Parade, Hucclecote Road, Hucclecote GL3 3ES                       | 01452616906      |
| Painswick Pharmacy            | New Street, Painswick, Stroud GL6 6XH   | 01452812263      |
| Rowlands Pharmacy             | Alvin Street, Gloucester GL1 3EN  | 01452 305518     |
| Rowlands Pharmacy             | 244 Bath Road, Leckhampton, Cheltenham GL53 7NB                               | 01242 523270     |
| Rowlands Pharmacy             | 139 Bath Road, Cheltenham, Gloucestershire GL53 7LT                           | 01242522204      |
| Rowlands Pharmacy             | 5 High Street, Prestbury, Gloucestershire GL52 3AR                            | 01242 244318     |
| Rowlands Pharmacy             | 2 - 3 The Chestnuts, Bourton-On-The-Water, Cheltenham GL54 2AN                | 01451 820849     |
| Lloyds Pharmacy in Sainsburys | Gloucester Quays, St Ann Way, Gloucester GL1 5LY                              | 01452 368303     |
| Lloyds Pharmacy in Sainsburys | Barnett Way, Barnwood, Gloucester GL4 3RT                                     | 01452 619754     |
| Lloyds Pharmacy in Sainsburys | Dudbridge Road, Stroud GL5 3HG  | 01453 436009     |
| Lloyds Pharmacy in Sainsburys | Gallagher Retail Park, Tewkesbury Road, Gloucester GL51 9RR                   | 01242 222011     |
| Spa Pharmacy                  | 12 Rotunda Terrace, Montpellier Street, Cheltenham, Gloucestershire, GL50 1SW | 01242 522130     |
| Stroud Road Pharmacy          | 151 Stroud Road, Gloucester GL1 5JJ   | 01452523937      |
| Tesco Instore Pharmacy        | Kings Meadow, Cricklade Road, Cirencester GL7 1NP                             | 08456 779160     |
| Tesco Instore Pharmacy        | Tesco Superstore, Stratford Road, Stroud GL5 4AG                              | 08456 779633     |
| Tesco Instore Pharmacy        | Bristol Road, Quedgeley, Gloucester GL2 4PF                                   | 03456 779567     |
| Tesco Instore Pharmacy        | Colletts Drive, Cheltenham, GL51 8 JQ   | 0345 677 9161    |
| Tesco Instore Pharmacy        | St Oswalds Road, Gloucester GL1 2SG   | 03456 779305     |
| The Co-operative Pharmacy     | 16 Cashes Green Road, Cainscross, Nr. Stroud GL5 4JG                          | 01453 759205     |
| The Co-operative Pharmacy     | Dockham Road, Cinderford GL14 2AQ   | 01594 822131     |
| The Co-operative Pharmacy     | 20 Parsonage Street, Dursley GL11 4EA   | 01453 542321     |
| The Stonehouse Pharmacy       | High Street Medical Centre, High Street, Stonehouse GL10 2NG                  | 01453 823184     |
| Tuffley Pharmacy              | 16 Seventh Avenue, Tuffley, Gloucester, GL4 0EB                               | 01452 310199     |