

Sheffield Pharmacy Scheme: Guidelines for PCASS Out of Hours Contact

Prescribing support is available from PCASS Monday to Sunday 8am-8pm

This can be accessed in the following ways:

1. Direct contact during **core service hours**

PCASS 0114 226 1844

Mon, Tues, Thurs, Friday 10.00-16.30

Wed 11.00- 18.30

2. Outside of these times a prescriber is available via mobile phone. The number is available via the Wicker (updated re annual leave, and Wicker satellite prescriber is available Mon eve/Sat morning)

Mon, Tues, Thurs, Fri 8.00-10.00, 16.30- 20.00

Wed 8-11.00, 18.30-20.00

Sat, Sun 08.00- 20.00

Guidance re Out of Hours contact

Please restrict routine prescribing queries to PCASS core service hours (see above) unless the following apply:

The clinic (PCASS) have made a mistake regarding a prescription which has not been noticed until this time and a new prescription is required before clinic reopens.

A genuine and significant emergency has occurred requiring an adjustment to a prescription which will not wait until clinic reopens.

An emergency occurs such as a dispensing error requiring medical advice.

Urgent medical advice is required as to whether or not to dispense.

The following are not considered to be urgent:

Patients who have missed pick ups, appointments or need other script alterations should be advised to contact PCASS in core service hours in the usual way. This includes holiday script requests and requests for dose or pickup alterations.

Medical Emergencies

Any patient considered to be acutely unwell or requiring urgent medical attention should be referred to Accident and Emergency or their own GP as appropriate.

Suspected overdose

Should a situation occur where the possibility of overdose arises, including the situation where there is a dispensing error such as wrong doses or excessive doses

being dispensed, the emergency contact procedure should be followed so that the prescriber can be informed and can give advice.

Should this occur outside on-call hours, all efforts should be made to recall the patient, which may include visiting the patient's home in a high-risk situation and/or police should be asked to carry out a safe-and-well check. Relatives should always be contacted where possible and advice should include watching out for drowsiness or excessively deep sleep with unusual snoring. If overdose is suspected then an ambulance should be called immediately.

The prescriber should be informed at the earliest opportunity.

Dr Jenny Keen
Dr Gaynor Radley

Clinical Directors, PCASS
13/10/10