



Cadbury Heath Healthcare
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Urgent prescription policy

We receive a large number of prescriptions each day and aim to process all requests within 3 working days. This process is managed by our highly trained prescription team.

When a request for an urgent prescription is made, this has to be actioned by the on-call GP. This means they are spending valuable time performing an administration task, and these requests mean there is less availability for the GP to see patients.

Late requests for medication also have a higher chance of error, due to being processed outside of the normal routine.

Any request for urgent prescriptions will only be processed as urgent if it is for one of the medication listed below, known as “critical medication”.

All medication classed as “routine medication” will be processed within 3 working days.

Critical medication	Routine medication
End of life medication	Antidepressants, sleeping tablets, painkillers.
Heart failure medication	Laxatives, IBS medication.
Insulins	Routine oral contraception or HRT.
Epilepsy medication	Medication for gout, osteoporosis, low thyroid.
Parkinson’s medication	
Reliever inhalers (eg salbutamol)	Preventer inhalers (eg steroids)
Immunosuppressive medication (eg methotrexate)	All skin creams (eczema, psoriasis, acne etc), eye drops, appliances.
Warfarin and other anticoagulants (rivaroxaban, edoxaban, dabigatran, enoxaparin etc)	Oral medication for diabetes, high blood pressure, or high cholesterol.
Adrenaline auto-injectors.	Antihistamines

Please ensure that you request a repeat prescription before you run out of the supply you have. Please also take into account that your pharmacy may take a few days to process the prescription for routine medication.

It is also important that you attend your medication reviews and routine blood test appointments in a timely manner when invited, as not doing can further increase delays to your prescription being processed.

If you struggle to remember to request your medication in time then speak to your local community pharmacist, who can manage the process on your behalf.