

## Interim Arrangements for the Issuing of Dental Prescriptions During the COVID-19 Pandemic

Community Pharmacy services across the Board area are experiencing increased levels of demand during the COVID-19 Pandemic. We understand the need to ensure dental services are able to ensure patients are able to access urgent medications as quickly as possible.

### NICE Guidance to Pharmacists

NICE have issued guidance to pharmacists to permit the emergency supply of drugs to patients. The full guidance can be found at <https://bnf.nice.org.uk/guidance/emergency-supply-of-medicines.html> Community Pharmacists have received communication from the Board to inform them they are likely to receive urgent prescriptions from dentists in this manner.

### How to Prescribe Urgent Drugs to Patients

- The GDS Team will provide a list and contact details for community pharmacies in GG&C. (This is because some patients you triage may reside in another GG&C locality, particularly if you are supporting the PDS urgent care hubs).
- If you need to issue an urgent prescription, liaise with the patient to determine the most convenient Community Pharmacist. The following link provides the location of community pharmacies to identify the most convenient one for the patient, the contact details can then be found via the Board supplied list <https://www.nhsinform.scot/scotlands-service-directory/pharmacies>.
- Write your prescription and explain to the patient you will be forwarding the prescription to the agreed pharmacist for collection. Advise the patient to wait at least 4 hours before attending the pharmacy in question. Upon arrival, patient to inform pharmacist that their dentist has emailed a prescription.
- You must use your own prescription stamp, even if you are working in or supporting the PDS urgent care sites.
- Using a secure NHS.net or NHS GG&C email account send a scanned copy, or a photo attached to the email, of the prescription to the agreed community pharmacy NHS.net email account and ensure you explain the urgent need for the prescription.
  - Ensure the email subject header includes the following:  
**\*FAO PHARMACIST: URGENT PRESCRIPTION REQUIRED FOR DENTAL PATIENT\***
  - Ensure the patient's name, DOB and ideally CHI number is the included in the email
- Telephone the pharmacy to explain you have forwarded a scanned copy of an urgent prescription to their NHS.net account for their attention. Please be aware telephone lines to pharmacies are currently very busy and there may be some delay in answering your call.
- Ensure you send the hard copy of the prescription to the dispensing pharmacy, preferably within 72 hours.