NUMSAS Flow Chart

Patient requires urgent access to medication or appliance

Calls 111 for help and advice

Presents at pharmacy, supply under pharmacy first if suitable, or signpost to NHS111 for NUMSAS

Arrange face to face consultation to gain further information and make supply to patient or their representative. If the patient cannot attend, the pharmacist should use their professional judgement to decide if the supply can be made to the patient’s representative

Once contact established a phone consultation to assess need and suitability for urgent supply is required.

1. Confirm medicine requested is part of patients current regime and ensure it is clinical appropriate.
2. And there is immediate need for the medicine

Pharmacy to attempt to contact patient up to 3 times (with at least 10 minutes between each attempt).

No contact by Patient after 30minutes of notification.

Patient contacts choice of pharmacy by phone

Direct referral to choice of pharmacy.

Pharmacy notified via NHS mail

Pharmacy must regularly check nhs.net email for referrals\*

Referral can be closed if no contact is made between patient and pharmacy by next   
working day. Consultation and   
administration fees can be claimed.

Unsuitable for NUMSAS, e.g. requesting CD. Signpost to suitable HCP and claim payment appropriately

Use SCR to help decision on the supply, and check the EPS tracker to see there is a valid prescription available to dispense form

Pharmacist to make a professional judgement on a ‘reasonable’ quantity to supply

the patient or representative (up to 30 days). Complete service by making records and claim for payment.

Inform 111 of the change in pharmacy to complete the service. Claim payment for consultation and administration fees.

No stock to fulfil the supply. Forward service notification to Pharmacy No.2

**Note:** \*NUMSAS must be available for the entire pharmacy opening hours