



Pharmaceutical Services, 2 Franklin Street, Belfast BT2 8DQ
Telephone No. 028 95 36 0333

HOW TO OBTAIN CLINICALLY URGENT MEDICINES OUT OF HOURS

1. If the medicine (s) required is on the palliative care list and there is a **palliative care supply service pharmacy** located conveniently which is open then the patient should be directed to that pharmacy.

A list of supply service pharmacies and the palliative care list may be found on the BSO website at

[Palliative Care - Business Services Organisation \(BSO\) Website \(hscni.net\)](http://hscni.net)

2. If prescribed medicine(s) are not in stock, the OOH prescriber and community pharmacist should consider alternate medicines or strengths that are available

The pharmacist should then consider whether or not the medication required can be obtained via wholesaler callout arrangements in a timely manner and advise the OOH GP accordingly.

Community pharmacists should be aware of the callout arrangements provided by their wholesalers. Information on **Wholesaler** Emergency Call Out numbers (account required) are listed below

- Sangers AAH: **Tel 07977250095**
- Alliance Healthcare: **Tel 0330 100 0448**

The pharmacist may be required to collect the medicine depending on arrangement with wholesaler.

A fee may be charged by the wholesaler. A claim for **Out of Pocket** expenses may be made and if BSO is satisfied that the claim is reasonable then the pharmacist will be reimbursed. An invoice/receipt to support your Out of Pocket expenses will be required with any claim being made in order to obtain these medicines.



3. In ***exceptional circumstances***, when medicines cannot be obtained via wholesaler call out arrangements, community pharmacists can also arrange supplies of urgent items from some local hospital pharmacy departments by liaising with the on call pharmacist (contact via the local hospital switchboard).
4. Please ensure this information is readily accessible to dispensary staff, including locums

If you have any queries, please contact

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