

Patient FAQs – COVID-19 ordering and access/delivery of medicines

This FAQ relates to patients who are:

- self-isolating or
- shielding and as advised by the government needing to undergo strict social isolation with no contact from the outside world

1. Can I order extra quantities of my repeat medication as I can't leave the house?

The national guidance is very clear that GPs should NOT issue larger prescription quantities to patients. Prescriptions should remain within normal supply durations to avoid drug shortages. If all patients panic order larger quantities, and stockpile medicines then it will cause problems in supply.

Only ordering what you need ensures there is enough medicine for everybody.

2. How should I order my medicines?

We encourage all people regardless if they are self-isolating or shielding to order their own medicines. Please check your GP surgeries website to see how the surgery are accepting requests for repeat medicines. Some volunteer organisations may be able to help with setting patients up with the ability to order their medicines online.

Ordering online is the easiest and safest way by the following methods:

- NHS Electronic Repeat Dispensing (eRD) service – only for patient with stable, regular repeat medicines. Practices are being advised to change all suitable patients to eRD and you may be contacted by your surgery if you are eligible for this. You can also request to be considered for this.
- Download and use the NHS app. <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/> or using on-line ordering process if already set up on System1, EMIS or VISION. Patients can nominate someone to order on their behalf via the GP surgery on-line arrangements i.e. in S1 or EMIS
- Either taking a photo of your ticked repeat slip and sending to your surgery via email, or emailing your surgery with your name, address, date of birth and the medicines you would like ordering. Volunteers could also take a photo of your ticked repeat slip and email to the surgery (this service is only available at some GP practices).

Phoning in on a dedicated phone line at a set time of day may be available from your practice but only for the vulnerable patients who are housebound and less familiar with using technology. Please be mindful that the phone lines will be extremely busy at this time so please try all the other methods as described above if you do not fall into this category.

If you cannot use the above methods you can get someone to post your repeat prescription slip to the GP practice or drop requests to the surgery (through the letter box or there may be a dedicated box on the wall of the surgery).

THEY SHOULD NOT ENTER THE SURGERY.

If none of the above are possible please contact your surgery or regular community pharmacy to see how they can help you in ordering your medicines.

Your prescription does not need to be collected from the GP surgery. All prescription requests will be processed and sent electronically to your community pharmacy.

3. How can my medicines be collected?

Ask assistance from relatives, friends or a carer to collect and deliver medicines for you. The collecting of medicines is included as an essential activity.

There are now local volunteers and NHS volunteer responders available to collect and deliver medicines to patients who are self-isolating or shielding. Your community pharmacy or GP dispensary can arrange for an NHS volunteer to deliver your medicines to you

If all else fails, community pharmacies and dispensing practices have been commissioned until 31st July 2020 to deliver medicines to shielded patients **only** who cannot obtain their medicines by one of the methods above in the timescale they are required.

Thank you for helping us to help you. Together we can all try our best to ensure that we all try and stay healthy and well in this time of national crisis.