

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

Q: 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.

Q: How should I order my medicines?

- 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.
- Download and use the NHS app. <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>
- Using GP on-line ordering process if already set up Systm1, 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
- Via email (this service is only available at some GP practices)

We encourage all people regardless if they self-isolating to order your own medicines.

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

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.**

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.

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.

Q: How can my medicines be collected?

The government is supporting pharmacies to deliver medicines to vulnerable patients so this should be tried first.

If this is not available or practical for you, seek assistance from relatives or friends to collect and deliver medicines for you. The collecting of medicines is included as an essential activity.

If all else fails, community volunteer groups are being set up across the area in order to get medicines to patients as well. Look online for community groups in your area or speak to friends and family about how to access these groups locally.

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.

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