

# **COVID-19 Prescriptions** **Frequently Asked Questions**

To help us help you more efficiently we are asking you read this FAQ before making a call to the dispensary. Thank you for your support.

## **How do I request a prescription?**

We cannot accept telephone requests.

We are trying to avoid large volumes of people in the surgery.

Please use our online facility if you are registered to do so. If you do not have an online account you can still make a request for repeat medication via our website:

<https://www.kamp.nhs.uk/>, click on Prescriptions and Medicines Centre, then Request Medication Online – say no to an online account then complete the request form.

The paper method of requesting a prescription is to drop your request into the post box. For Marlborough Surgery, the box is outside of the main door on the left hand side. In Pewsey, the box is in the entrance lobby area.

## **How long will my prescription take?**

We are currently asking that you give us four full working days to dispense any prescription. Please allow ample time when requesting prescriptions.

To help us help everyone more efficiently we would ask that you do not phone to enquire if a prescription is ready before four full working days.

If you have a mobile phone, please let us know your number and we can send you an SMS message when your medication is ready to collect.

If a pharmacy dispenses your prescriptions for you, please ask them as the first point of contact about outstanding prescriptions.

## **I need to self isolate/I am voluntarily isolating, how can I collect my prescription?**

If you require a prescription to be collected, please send a family member, a friend or neighbour who is outside of the household, they can collect on your behalf.

We respectfully ask that you do not attend the surgery with a fever OR cough, even to collect prescriptions.

## **I am over 60/70/80 etc or I am in an At-Risk group or I do not want to come out, how do I get my medications?**

We are asking that everyone tries to use either the outside box or requests prescriptions via **their online account**. If you are unable to do this and you are in an at-risk group please ask a friend, family member or neighbour to do this on your behalf.

Some villages are setting up help groups, it may be worth enquiring if your town or village has set something up.

## **I have a cough OR fever OR both, can I still collect prescriptions or drop in requests?**

**DO NOT** come into the surgery if you have one or both of these symptoms. Please ask a friend, family member or neighbour outside of the household to do this for you.

## **Can I have multiple amounts of my prescriptions?**

While we do understand the worries about having to isolate or going into lockdown, we must maintain a steady supply to all of our patients. **We are not issuing more than one month's prescriptions.**

Slightly earlier requests will be accommodated in view that our current time to dispense is four working days.

Please be assured we will endeavour to make sure no one is going without medication.

## **Can I pay for prescriptions over the phone?**

Unfortunately we do not have facility for this.

You can also consider a prepayment card, available from the NHS website. Please let us know the number and expiry date so we can add this to your notes.

## **Can I have an Inhaler?**

If you regularly require an inhaler, we will continue to dispense in the same way for you.

If it has been more than six months since your last prescription for an inhaler, we will require you to have a review with the practice nurse. This can be done over the phone.

## **Can I buy thermometers, Paracetamol etc from you?**

We are not a pharmacy so we cannot supply goods "over the counter"

## **I have another query about COVID-19 that isn't answered here**

We would like to respectfully ask that you only phone the dispensary if your query is immediate or an emergency. This is to ensure routine care can continue as efficiently as possible.

We have information on our site that covers most questions. **We also suggest that you visit the [government website by clicking here](#) for up to date information.**

**If you feel unwell you can use an online 111 service, or phone 111 if you are unable to access it online.**