

Dear All

Ref: Lloyds Pharmacy 35-37 Elmer Road, Middleton on Sea and Middleton Medical Centre

As we have said we are suggesting that we adopt a voluntary arrangement with Lloyds. It will hopefully work in a similar manner, to the one we have with Rowlands Pharmacy.

MOSA will be providing a central contact point for the collection of prescriptions for the Estate. This will have the dual benefit of taking pressure off the pharmacy and reduce the exposure times for our residents. We believe this will be a big help to the Pharmacy.

We can ONLY collect repeat prescriptions or one-off prescriptions for the over 60s and people who receive free or prepaid prescriptions. The proposed system would work as follows and covers "one off" and "repeat" prescriptions (including using the white part of the form and on line ordering): -

| TYPE OF PRESCRIPTION | ACTION BY RESIDENT |
|--------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A one-off prescription request that has been emailed by your doctor to the pharmacy. | You can email your prescription request collection to your Road Rep, giving your name, address, date of birth and Lloyds Pharmacy |
| Repeat Prescriptions | 10 to 14 days before, email your repeat prescription request to your Road Rep, including your name, address, date of birth, Lloyds Pharmacy, date the prescription is due and which medications are required. If you regularly collect the same medication each month, then you only need to give your name, address, date of birth, Lloyds Pharmacy and the date the prescription is due on. |
| Repeat Prescriptions – using white part of the prescription form' | Contact your Road Rep who will advise you either to deliver it to the Road Rep or nominated volunteer. They may also arrange to collect it from you. On occasions you may be asked to deliver the request direct to the surgery. It will depend on the circumstances at the time. |
| Repeat Prescriptions - the online ordering system | Use the online system to place your order as normal. Then email your Road Representative to let them know including your name, address, date of birth, Lloyds Pharmacy and date the prescription is due. |

Should you require anything urgently please make this known to the road rep or volunteer.

FURTHER ACTIONS:

- 1. Road Rep or volunteer** – will collate a list for your road from the emails, the white part of the prescriptions, any personally delivered requests and arrange for the list to get to our Committee Member or volunteer who is collating prescriptions and taking them to Lloyds Pharmacy or Middleton Medical Centre.
- 2. Collection and Delivery** - When your prescriptions are ready for collection, your road representative will deliver or arrange for their delivery to your home.
- 3. Any queries** over the medication that has been delivered, please contact Lloyds Pharmacy or the surgery direct. The Road Rep or volunteer cannot be responsible for dealing with any queries or mix ups.

Please be assured that confidentiality will be upheld.

Example of email

To: Road Rep
From: Beyoncé Jones
Subject: Repeat Prescription Request - Lloyds

Dear Road Rep

Please arrange for the following repeat prescription:

Beyoncé Jones
100, East Close, PO22 7RS
DOB 1.4.1999

Lloyds Pharmacy – prescription due 4.4.20

Smarties – 10mg
Mars Bars – 3
Maltesers 150mg

OR

To: Road Rep
From: Beyoncé Jones
Subject: Repeat Prescription Request - Lloyds

Dear Road Rep

Please arrange for my regular repeat prescription/One off prescription to be collected:

Beyoncé Jones
100, East Close, PO22 7RS
DOB 1.4.1999

Lloyds Pharmacy - prescription due 4.4.20

